

Activities Designed for All



STATE OF UTAH
NATURAL RESOURCES
Division of Wildlife Resources





“Activities Designed for All” (ADA)

By the ADA Team

Certified Public Manager Course III

July 2003

ADA Team Members

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Dean Mitchell, Utah Division of Wildlife Resources — Team Leader

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Pictured from left to right: Clint Petersen, Dean Michell, Ann Evan, Joe Donnell (front), Steve Manzione (back), Randy Brudnicki, Mary Kaye Lucas.

forward

For many of us it isn't enough to watch a marsh, a mountain meadow, or a woodland stream from the other side of a pane of glass as we drive by. We long to be an intimate part of nature — not a bystander, but a participant.

When we are young we take for granted the ease of spending days afield, accumulating memories without a thought as to our abilities — motor skills, speaking skills, all are automatic and unquestioned. And yet, to purchase a hunting or fishing license we must be mobile and we must be able to read and understand a proclamation and the thoughtful laws that must be followed to preserve Earth's precious resources for our children and grandchildren.

I treasured every day I was able to spend actively involved with Nature until January 15, 1995, when a stroke took away my ability to read, to write, to speak, and to use my right arm. In one blinding instant, my life changed forever. Thanks to so many caring people — many within the DWR — I have had the privilege to, at least in part, become a participant again. Some employees have even come to my home, and with their help and that of my wife I have been able to apply for licenses and thus spend many more precious hours afield. This has enriched my life immeasurably. It is my hope that other people with disabilities will have the same opportunities.

Hugh H. Hogle, M.D., F.A.C.S.

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acknowledgements

The ADA team owes a debt of gratitude to many people who participated in the development and success of the team. First of all, Jill Carter, our instructor for both Course II and III, instilled in us an understanding of the problem-solving process and the value of good research. Secondly, Jason Curry of the Utah Department of Natural Resources designed the Web interface for the online survey, which became a big part of our success.

Others who deserve special recognition include RaLynne Takeda, Larry Dalton, Bob Cowdell, Tom Pettengill, and Todd Inman from the UDWR who gave us initial direction and insights that proved very beneficial.

Finally, many of the organizations and facilities that serve people with disabilities were very helpful in helping promote the surveys to their constituents. These organizations are listed starting on page 9.

executive summary



The Utah Division of Wildlife Resources (UDWR) currently has limited programs and facilities in place specifically designed for anglers (fishermen) and hunters with disabilities. UDWR is discouraged by the relatively small number of people with disabilities that participate in existing programs and utilize the available facilities. The charterer, RaLynne Takeda, was interested in having two specific questions answered: “Are they interested?” and, if they are, “What are their barriers to participation?” Based on the Certified Public Manager (CPM) process, as well as the initial data and information received from the UDWR, a charter was created.

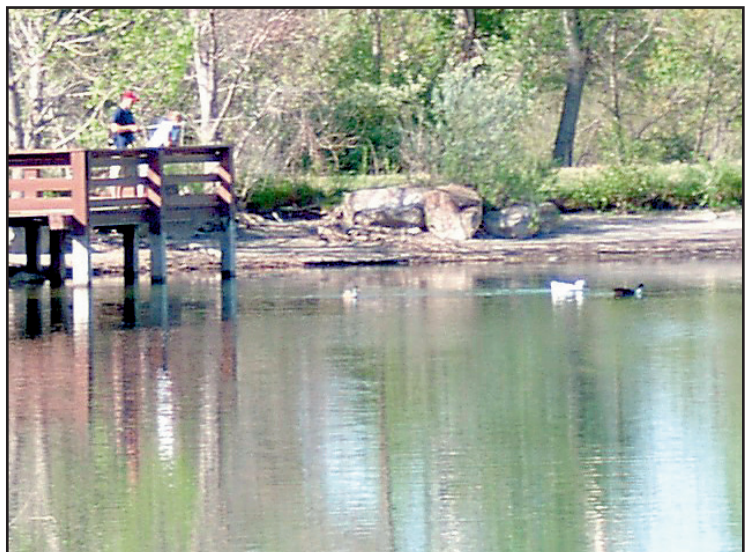
The Activities Designed for All Team (ADA) designed and implemented a statewide survey that was conducted using four formats: focus groups, Web-based, phone, and hard copy. The survey asked questions that were geared toward measuring both interest level and current participation level in various wildlife-related activities. It was discovered that the people with disabilities surveyed currently have a high rate of participation in fishing and wildlife watching/photography; however, there was a substantial interest in big and small game hunting.

The survey also asked questions related to personal participation barriers as well as ways to best get information out to people with disabilities. The data

executive summary (cont.)

indicated that those surveyed, “don’t know about available programs” and would like to have information, “mailed to their home.” The lack of knowledge about available programs was identified as the obvious root cause.

Several solutions surfaced throughout the survey and data-gathering processes. Not only do people with disabilities want information mailed to their home, they would like e-mails, public service announcements on television, as well as information delivered to schools and other facilities for people with disabilities. The ADA team listed the top five ways to reach people with disabilities and submitted them to UDWR as a solution recommendation. The team also submitted to UDWR a list of survey comments, as well as names of facilities and organizations linked to persons with disabilities for their perusal and future use.



introduction

Over the past two years, various members of the public have approached the Utah Division of Wildlife Resources (UDWR) requesting that the agency develop and implement more programs and facilities expressly for fishermen and hunters with disabilities.

The UDWR currently offers limited programs and facilities for fishermen and hunters with disabilities, and is interested in pursuing the public requests. However, before the agency invests significant time and money in new programs and facilities, it needs to know two things:

1. Why fishermen and hunters with disabilities are not using the current programs and facilities.
2. How much interest there is in new programs and facilities.

According to the 2000 Census, the Utah population is made up of approximately 298,686 (14.9 percent of total population) persons with disabilities. Of course, this total includes many types of disabilities such as deafness, blindness, mental and even employment disabilities.

During 2002, the UDWR issued a total of 3,857 Certificates of Registration (CORs) to fishermen and hunters with disabilities (2,042 physically disabled and 1,257 mentally disabled fishermen; 330 for shooting from a vehicle; 200 for shooting with a crossbow; 28 for companion hunting).

A COR is a special document, similar to fishing or hunting licenses — but issued at no cost, which allows fishermen and hunters with disabilities, to participate in special programs and opportunities offered by the UDWR.

Note: One of the things we have learned in this process is that the politically correct way to describe the constituents who make up this group of citizens is that they are known as people with disabilities rather than disabled people, (i.e., fishermen with disabilities, hunters with disabilities, etc.)

problem statement

Current Condition

During 2002, the UDWR issued a total of 3,857 (1.3 percent of Utah's disabled population) CORs to fishermen and hunters with disabilities. The UDWR does not know how many potential fishermen or hunters with disabilities there are in Utah.

Desired Condition

The UDWR is interested in increasing participation in programs and facilities for fishermen and hunters with disabilities.

Gap

The UDWR needs to know why people with disabilities are not using the current programs and facilities, and how much interest there might be in future programs and facilities.

problem statement (cont.)

Pain

The UDWR, in its Vision Statement written in July 1998, strives for the following:

“The Division of Wildlife Resources, charged by the citizens of Utah to assure the future of protected wildlife will be an organization which:

“1. Is adequately staffed by professionals recognized by the public for their leadership in the science of wildlife management and who are responsive to all public interests and deal with the public in a civil and honest manner...

“4. Has a public information program that expands and defines the role of the wildlife experience in the quality of life for a broadened base of Utah citizens;...”

Failure to consider and act on public requests to develop and implement more programs and opportunities for fishermen and hunters with disabilities would negate the UDWR’s aspiration to be responsive to all public interests and deal with the public in a civil and honest manner outlined in Vision Statement one.

Further, the UDWR does its utmost to broaden its base of support by improving Utah citizens’ quality of life through the wildlife experience outlined in Vision Statement four. Providing a diversity of programs and opportunities that will be used by fishermen and hunters with disabilities will enhance the users’ quality of life and provide more public support for the wildlife experience in Utah.

mission statement

The mission of the ADA Team is to provide the UDWR with suggestions and possible solutions that will assist in promoting the available fishing, hunting and watchable wildlife programs and facilities for persons with disabilities.

**team
authority**

This charter authorizes the ADA Team to gather data from all available and non-confidential sources, publications and materials required to accomplish the team's mission. The team may conduct surveys and interviews as needed and approved by the UDWR.

accountability


The ADA Team will:

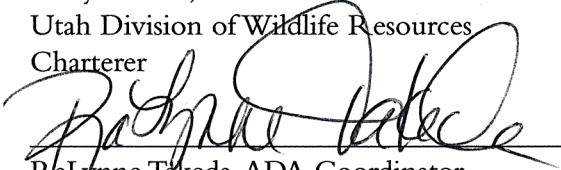
- Provide weekly minutes to the UDWR charterer, RaLynne Takeda.
- Schedule face-to-face meetings and interviews as needed.
- Complete individual assignments on time.
- Notify UDWR as soon as possible, if for any reason, they are unable to meet a scheduled deadline.
- Complete all work and make a formal presentation to UDWR on July 1, 2003.


The UDWR will:

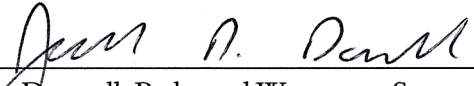
- Provide the necessary resources and information as needed.
- Approve funding, up to \$200, to cover expenses for the project.
- Provide feedback as needed.
- Provide on-site meeting rooms as needed.
- RaLynne Takeda will forward minutes to Larry Dalton.


signatures

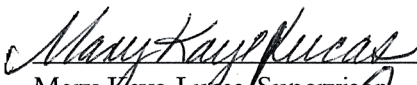

 Larry Dalton, Conservation Outreach Chief
 Utah Division of Wildlife Resources
 Charterer



 RaLynne Takeda, ADA Coordinator
 Utah Division of Wildlife Resources
 Charterer

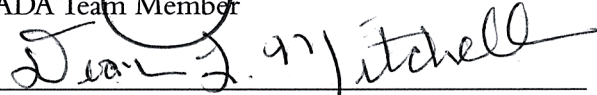

 Randy Brudnicki, Public Information Officer
 Utah Division of Wildlife Resources
 ADA Team Member

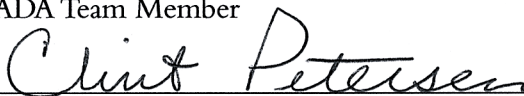

 Joe Donnell, Parks and Waterways Supervisor
 Utah State Parks and Recreation
 ADA Team Member


 Ann Evans, Aquatic Education Specialist
 Utah Division of Wildlife Resources
 ADA Team Member


 Mary Kaye Lucas, Supervisor
 Utah Department of Public Safety
 ADA Team Member


 Stephen Manzione, Supervisor
 Department of Workforce Services
 ADA Team Member


 Dean Mitchell, Upland Game Program Manager
 Utah Division of Wildlife Resources
 ADA Team Member


 Clint Petersen, Battalion Chief
 West Jordan Fire Department
 ADA Team Member

the problem- solving process

When our ADA team was formed and our CPM project assigned, we were all very excited. The members all knew each other and most had worked together very successfully in the CPM Course II.

We were all very excited about the project we had chosen, as it was a project that all the team members had a special interest in. After several team meetings, it became apparent that the project was going to be a lot more difficult than initially considered.

Our main challenge was trying to identify the groups and individual people with disabilities, which would become the target audience of the UDWR's programs and facilities. Once we identified who the potential audience was, we needed to discover the best and most efficient way of contacting them for the data we would need. The audience was not an internal customer, but an external customer that seemed hard to identify and contact.

Something we discovered early on in the process was that without a well functioning team and the CPM process, the task would be overwhelming.

the problem- solving process (cont.)

The CPM problem-solving process consists of six steps. They are:

Step 1: Select a Problem

Goal: To select one function, process or task that needs improvement that a team may solve more effectively than an individual or group of individuals working informally.

Step 2: Select the Root Cause

Goal: To identify WHY the problem is occurring.

Step 3: Select a Solution

Goal: To select a solution that will eliminate (or significantly reduce) the root cause.

Step 4: Test the Solution

Goal: To determine if a test is necessary, and to carry out that test.

Step 5: Implement the Solution

Goal: To fully implement the solution.

Step 6: Track the Effectiveness

Goal: To ensure that the solution eliminates the root cause of the problem.

CPM III is the final course in the CPM series and is only 13 weeks long. Of those 13 weeks, approximately 10 weeks are available for the practicum work. Due to the short time frame, we focused on only the first three steps of the problem-solving process.

root causes

Selecting a root cause involves a four-step process: generate, prioritize, analyze, and select. During the initial step of generation, the team brainstorms possible root causes to the problem. The brainstorming process allows each team member to state possible root causes until team members cannot think of any more possible root causes.

Brainstorming establishes a common method for a team to creatively and efficiently generate a high volume of ideas on any topic by offering a process that is free of criticism and judgment. This process with the ADA team resulted in the following list of possible root causes:

Possible Root Causes

- A. Don't know about UDWR's facilities or programs
- B. Gates to trails not wide enough
- C. Limited role models
- D. Don't feel welcome/invited— how they are treated when they get there?
- E. Equipment not available
- F. Fear of failure
- G. Money for fees, equipment, etc.
- H. Lifting? Accessible van, lift wheel chair over fences, into boat, lift person
- I. Endurance
- J. Transportation
- K. Lack of qualified instructors/mentors
- L. No understanding of people with disabilities
- M. Facilities not accessible
- N. Special medical needs
- O. Wheel chairs in boats
- P. Adequate "close" parking
- Q. No previous experience
- R. Uncaring staff (Example, Antelope Island visitor center is a long way from parking lot and staff are not willing to help.)
- S. Lack of time, higher priorities
- T. Location of opportunities— not in neighborhood
- U. Lack of signs — and areas should be reserved for people with disabilities only.

continues on next page

root causes (cont.)

- V. Location of facilities — wrong areas (lakes vs. streams), ADA docks — stay in same place all the time, no diversity
- W. Attitude/desire/depression/maintain independence

During the initial brainstorming session, every suggested possible root cause was written down with no discussion from the team.

The next step, prioritizing, would allow the team to reduce the number of possible root causes through a series of techniques including structured discussion, multi-voting and rank ordering. The goal of structured discussion was to combine similar root causes and discuss and clarify other ideas in an attempt to reduce the number of possible root causes. This process resulted in the following list of possible root causes.

Final Results of Possible Root Causes

- A. Don't know about facilities or programs. Information not available, difficult to find — (Example, Clint had hard time finding information for people with disabilities on the UDWR Web site.)
- B. Facilities not accessible/Gates to trails not wide enough/ Adequate "close" parking
- C. Limited role models
- D. No understanding of people with disabilities/Uncaring staff/don't feel welcome/invited — how they are treated when they get there?
- E. Equipment not available
- F. Attitude/desire/depression/maintain independence/fear of failure
- G. Money for fees, equipment, etc.
- H. Lack of assistance (physical assistance) from friends, relatives/wheel chairs in boats/lifting? van, lift wheel chair over fence, into boat, lift person
- I. Special medical needs/ Endurance
- J. Transportation
- K. Lack of qualified instructors, mentors/ no previous experience

root causes (cont.)

- L. Lack of time, higher priorities
- M. Lack of signs — areas reserved for people with disabilities only?
- N. Location of facilities — wrong areas (lakes vs. streams), ADA docks — stay in same place all the time, no diversity/not enough facilities/Location of opportunities — not in neighborhood
- O. Not enough or diverse programs — i.e. upland game?

To further reduce the number of possible root causes, two techniques were used. The first technique, called multi-voting, allows a team to quickly come to a consensus on the relative importance of solutions by completing individual importance rankings into a team's final priorities. Each team member chooses as many possible root causes as they want to carry over to the final selection. To assist the team with the multi-vote, the following criteria were established.

Multi-vote Criteria

- 1. Root Cause vs. Symptom?
- 2. Percent of the problem fixed (High, Medium, Low)?
- 3. Is it under agency control?
- 4. Fixable?
- 5. Measurable?

Using the above criteria, a multi-vote was conducted and the results are as follows:

- A. 6 votes
- B. 3 votes
- C. 1 vote
- D. 3 votes
- E. 2 votes
- F. 1 vote
- G. 2 votes
- H. 6 votes
- I. 0 votes
- J. 4 votes
- K. 4 votes
- L. 1 vote

root causes (cont.)

- M. 3 votes
- N. 3 votes
- O. 4 votes

It was decided by the team that any item not receiving three or more votes would be eliminated. This left possible solutions; A, B, D, H, J, K, M, N, and O. The team decided to rank order the nine remaining root causes.

The rank order technique allows each team member to rank root causes on a scale of 1 to 9 with the score of 1 being given to the root cause that the team member felt was the most important. Therefore, the possible root causes with the lowest score would be considered for further analysis. The results of rank ordering follows:

Rank order results

A	1	1	1	1	1	1
B	8	4	5	9	9	4
D	7	3	3	3	5	7
H	2	5	4	2	2	3
J	6	9	9	5	3	5
K	3	6	6	4	4	6
M	9	7	8	6	8	8
N	5	8	7	7	6	9
O	4	2	2	8	7	2

Final rank order tally

- A 6 points
- B 39 points
- D 28 points
- H 18 points
- J 37 points
- K 29 points
- M 46 points
- N 42 points
- O 25 points

root causes (cont.)

The root cause selection process, which included brainstorming, structured discussion, multi-voting, and rank ordering reduced the number of possible root causes from 23 to five:

- A. Don't know about facilities and or programs.
- D. No understanding people with disabilities/Uncaring staff/don't feel welcome/invited — how they are treated when they get there?
- H. Lack of assistance (physical assistance) from friends, relatives/wheel chairs in boats/lifting? Van, lift wheel chair over fence, into boat, and lift person.
- K. Lack of qualified instructors, mentors/ no previous experience.
- O. Not enough or diverse programs — i.e. upland game, cougar, bear hunting, etc.

Next, it was important to gather data to determine which of these possible root causes has the most effect on people with disabilities.

The possible root causes listed above were a starting point for our survey questions. While these were identified as possibly the main root causes for lack of participation in UDWR programs and facilities by people with disabilities, we decided to survey for other barriers to participation. We used the survey to measure potential effective means of communication between UDWR and people with disabilities at the same time.

However, it was still a challenge to determine who our audience was and what would be the best way to reach them in such a short amount of project time.

After several team meetings it was determined that we would distribute the survey using four separate methods: focus groups, hard copy, phone, and Web-based Internet.

We began by meeting with focus groups to get a better feel for what to ask and how questions should be worded. We gained a lot of insight into attitudes and needs of people with disabilities, which helped us

root causes (cont.)

structure the survey to find the information that would make the most sense.

Then we distributed paper copies to as many individuals, organizations, and facilities as possible. We focused on organizations or facilities that specialized in rehabilitation and treatment of persons with disabilities.

Another format of the survey was used for telephone surveys. We obtained numerous names and phone numbers from the Utah Division of Parks and Recreation database of special Fun Tag holders. Fun Tags are free annual State Park passes given to people with disabilities and senior citizens. However, we would survey only those that met the requirements of a disability as specified in existing UDWR Administrative Rules.

Finally, we formatted a survey for the UDWR Web site and forwarded the Web site link to as many agencies, organizations, and facilities that serve people with disabilities that we could identify.

Once we determined the methods for distributing the survey and made several contacts, it became very apparent that we would have many different organizations and facilities to survey. Our optimism rose dramatically. (Samples of the survey formats may be found at the end of this section.)

The survey was designed to measure and answer many questions that the UDWR needs to know about serving people with disabilities. The survey measures participation, interest, barriers and provides some insight into solutions for fixing root causes.

When we began the process, we had hoped to complete surveys of about 100 people to make data gathering as statistically reliable as possible. The final results far exceeded those expectations and surveys continue to come in. We are turning over additional surveys not included in our analysis to RaLynne Takeda.

organizations or facilities identified

Charted below are the organizations or facilities surveyed.

Organization/Facility	Method	E-mail/Web	Contact
Access Utah	Web Survey	www.acesut.org	
Alpine Transition & Employment Center	Web Survey	lamontedansie@hotmail.com	LaMonte Dansie (801) 785-8727
Avatar Inc.	Web Survey	cel@sprynet.com	Carol Lawrence-Costley (801) 392-7485
Bear River Activity & Skill Center	Web Survey	bracsbc@xmission.com	Michelle Wilson (435) 723-3913
Bethphage, Inc.	Web Survey	mturner@bethphage.org	Marka Turner (801) 371-0887
C.O.S.H.	Web Survey	Jroger1665@aol.com	Janet Rogerson (801) 776-2251
Cache Employment and Training Center	Web Survey	kbeecheer@cache.net	Kae Lynn Beecher (435) 752-7952
Castle Valley Center	Web Survey	kellerm@cvc.carbon.k12.ut.us	Michael Keller (435) 637-9150
Center for Human Services/ SLCC	Web Survey	becky.taylor@slcc.edu	Becky Taylor (801) 957-3802
Chrysalis	Web Survey	craig.carroll@chrysalisutah.com	Marc Christensen (801) 426-6661
Columbus Community Center	Web Survey	kevin.keyes@alck12.ut.us	Dean Hoffman (801) 262-1552
Community Careers & Support Services	Web Survey	ccss@hubwest.com	John Robinson (435) 896-8461
Community Treatment Alternatives	Web Survey	sallyswenson@hotmail.com	Dustin Erikson (801) 268-4887
Cornerstone Quality Resources	Web Survey	enablepub@yahoo.com	Paul Meyers (801) 426-8725
Danville Services of Utah, LLC	Web Survey	www.danserv.com	Bill Woolston (801) 565-0700
Daybreak Training Services	Web Survey	Daybre1003@oal.com	Bruce Richins (801) 785-8935
DDI Vantage	Web Survey	kmorris@ddivantage.com	Kevin Morris (801) 266-3939
Developmental Training Systems Inc.	Web Survey	shelliedtsi@earthlink.net	Shellie Simmons (801) 394-3874

organizations or facilities identified (cont.)

Organization/Facility	Method	E-mail/Web	Contact
Dixie Advantage	Web Survey	dixieadv@hotmail.com	Ray Hunt (435) 673- 5354
Easter Seals Utah	Web Survey	www.easter-seals.org	Richard Starley (801) 486-3778
Enable Industries Inc.	Web Survey	gknapp@enableindustries.com	Gary Knapp (801) 621-6595
Esteem Services	Web Survey	esteemservices@aol.com	Paul Owen (801) 955-0777
Frontline Services, Inc.	Web Survey	www.allaboutfrontline.com	Rick Memmott (801) 280-8245
Futures Through Choice	Web Survey	jerryj@uswest.net	Jerry Jefferies (801) 292-0068
Independent Living Center	30 Hard Copies	uilc@xmission.com	Alan L. Kimble (801) 466-5565
Jordan Valley Supported Employment	Web Survey	jvsedawn@hotmail.com	Dawn Russell (801) 265-1748
Key Residential Services	Web Survey	ekenneth@qwest.net	Kenneth Ekong (801) 434-4389
Legislative Coalition for People with Disabilities	Web Survey		
Life Skills Vocational Center	Web Survey	Lifeskills46@qwest.net	Deborah Whitted (801) 977-3732
National Ability Center	30 Hard Copies	julied@nac1985.org	Neil Lundstrom (435) 649-3991
North Eastern Services	Web Survey	crabb@networld.com	Cory Crabb (801) 368-2114
Phoenix Services Corp.	Web Survey	nitaphoenix@networld.com	Nita Smith (801) 825-4535
Quality Support Solutions Inc.	Web Survey	qssi@mail.com	Kannika Damrongsiri (801) 575-5484
REM Utah Inc.	Web Survey	jtemple@reminc.com	Joel Temple (801) 256-3598
Rise Inc.	Web Survey	pboyle@utahrise.com	Pat Boyle (801) 373-1197
Salem Pond	Focus Groups		

organizations or facilities identified (cont.)

Organization/Facility	Method	E-mail/Web	Contact
Salt Lake Community College- Disability Resource Center	30 Hard Copies		
Sanpete Community Training	Web Survey	Sancomtrng4life@hotmail.com	David MacKay (435) 283-4718
Sevier Valley Advocates	Web Survey	SVA@xmission.com	Debbie Christensen (435) 893-8787
Splore	PDF File	(801) 484-4128	Eric Ralstad
State Park Data Base	Phone Survey		
The Arc of Utah	Web Survey	www.arcutah.org	Donna Heuneman (801) 364-5060
TKJ, Inc.	Web Survey	office@tkjinc.org	Terry Jensen (801) 943-1860
Transitional Training Center	Web Survey	westjordan@ahahealthcare.com	Jeanie Pettit (801) 282-0686
TRI Services	Web Survey	www.triservices.com	Patricia Godwin (801) 364-6186
Turn Community Services	Web Survey	www.turn.nu	Phil Shumway (801) 359-8876
United Cerebral Palsy	Web Survey	shellyp@ucputah.org	Shelly Petty (801) 266-1805
Utah Assistive Technology			Kent Reed (435) 797-3824
Utah Association of Community Services	Web Survey	www.uacs.org	
Utah Division of Rehabilitative Services	Web Survey PDF File		
Utah Division of Services for People With Disabilities	Web Survey PDF File	fmorse@utah.gov	Fran Morse (801) 538-4200
Utah Division of Services for the Blind & Visually Impaired	30 Hard Copies		
Utah Family Council	Web Survey PDF File		
Utah Governor's Council for People with Disabilities	Web Survey	www.gcpd.org	Kathy Chambless (801) 325-5820
Utah Nonprofits Association	Web Survey		(801) 581-4883
Utah State Office of Rehabilitation	Web Survey	kdaley@usor.state.ut.us	
Work Activity Center	Web Survey	Kate.mccconaughey@ workactivitycenter.org	Kate McConaughy (801) 977-9779
Work Inc.	Web Survey	workinc@hotmail.com	Hoc Vu (801) 812-0222

focus groups and hard copy survey

Note: this survey was printed on UDWR letterhead.

Wildlife Survey

The Utah Division of Wildlife Resources (UDWR) is trying to determine interest in wildlife-related activities by persons with disabilities. The information gathered from this survey will be used to guide the UDWR in developing new programs and facilities specifically for persons with disabilities. There are three pages in this survey. Thank you for taking time to express your opinion.

Please return this survey before May 19, 2003.

On a scale of A to D, please rate your *participation* in the following wildlife-related activities during the previous five years.

- A — None**
B — 1 to 5 times
C — 6 to 10 times
D — 11 or more times

Circle one letter per item.

Big game hunting:	A	B	C	D
Small game hunting:	A	B	C	D
Waterfowl hunting:	A	B	C	D
Other hunting: (Falconry, bear, cougar etc.):	A	B	C	D
Fishing:	A	B	C	D
Wildlife watching/photography:	A	B	C	D

Survey — page 1 of 3

On a scale of A to C, please rate your *interest level* in participating in the following wildlife-related activities:

A — I definitely would participate
B — I might participate
C — I would not participate

Circle one letter per item.

Big game hunting:	A	B	C
Small game hunting:	A	B	C
Waterfowl hunting:	A	B	C
Other hunting: (Falconry, bear, cougar etc.):	A	B	C
Fishing:	A	B	C
Wildlife watching/photography:	A	B	C

Listed below are reasons that might limit people from participating in wildlife-related activities. Please rank your top five limiting factors in order of importance from 1-5 (with 1 being the most limiting) that might limit your participation. Mark five answers only.

- _____ I do not know about UDWR programs or facilities.
- _____ The UDWR facilities are not accessible or convenient.
- _____ I do not feel welcome or invited because the UDWR personnel do not understand my needs.
- _____ I do not feel welcome or invited because other sportsmen do not understand my needs.
- _____ I need a constant companion to help me with mobility and other functions.
- _____ I do not have adequate transportation to get to the facilities or programs.
- _____ I have not had previous hunting or fishing experience, so I need an instructor/mentor.
- _____ I am not interested in wildlife-related activities.
- _____ There should be facilities and programs reserved for people with disabilities only.
- _____ The facilities are in the wrong areas, i.e., I prefer stream fishing over lake fishing, etc.
- _____ There is not enough variety in the UDWR's programs. For example, I would like pheasant or wild turkey hunting opportunities.
- _____ I do not know about adaptive equipment that might be available.
- _____ The temperature affects my ability to participate.
- _____ Other: _____

If the UDWR was going to implement additional programs and facilities for fishermen and hunters with disabilities, which of the following would be the best method to distribute the information to you? Please rank your top five methods in order of importance from 1-5 (with 1 being the most important).

- | | |
|---|---|
| _____ UDWR Web site | _____ Flyers |
| _____ TV programs | _____ Newsletters |
| _____ Radio | _____ Newspapers |
| _____ Mailed to my home | _____ Posters at my medical facilities |
| _____ Brochures | _____ Through my medical practitioner |
| _____ Email | _____ UDWR fishing or hunting regulations |
| _____ Utah Division of Services for People with Disabilities (DSPD) | |
| _____ Other, please describe _____ | |

If a sportsmen's organization was formed that helped fishermen and hunters with disabilities learn more about and participate in wildlife-related activities, would you be interested in joining/participating?

Circle one. Yes No

Additional Comments:

Optional

The following information will be used for statistical purposes only.

Age _____

Gender — Circle one. M F

County/State of residence _____

Return this survey to the facility you received it from or mail to:

Utah Division of Wildlife Resources
Attn. Randy Brudnicki
1594 West North Temple STE 2110
Salt Lake City, Utah 84116

phone survey

Wildlife Survey — phone

Hi my name is _____ and I'm calling on behalf of the Utah Division of Wildlife Resources. Is Mr. or Ms. _____ available? Do you have a few minutes to answer a few questions about wildlife-related activities?

(If asked, your phone number comes from Utah Division of State Parks and Recreation fun tags database. [which is public information])

The Utah Division of Wildlife Resources (UDWR) is trying to determine interest in wildlife-related activities by persons with disabilities. The information gathered from this survey will be used to guide the UDWR in developing new programs and facilities specifically for persons with disabilities.

How many times have you *participated* in the following wildlife-related activities during the past five years.

- A — None**
B — 1 to 5 times
C — 6 to 10 times
D — 11 or more times

Circle one letter per item.

Big game hunting:
 Small game hunting:
 Waterfowl hunting:
 Other hunting: (Falconry, bear, cougar etc.):
 Fishing:
 Wildlife watching/photography:

A	B	C	D
A	B	C	D
A	B	C	D
A	B	C	D
A	B	C	D
A	B	C	D

How interested are you in participating in the following wildlife-related activities?

A — I definitely would participate

B — I might participate

C — I would not participate

Circle one letter per item.

Big game hunting:

Small game hunting:

Waterfowl hunting:

Other hunting: (Falconry, bear, cougar etc.):

Fishing:

Wildlife watching/photography:

A B C

A B C

A B C

A B C

A B C

A B C

I would like to read to you a list of potential limiting factors that might prohibit you from participating in wildlife-related activities. Please answer yes or no to the following limiting factors as they apply to you.

_____ Do you know about UDWR programs or facilities?

_____ Are the UDWR facilities accessible or convenient?

_____ Do you think that the UDWR personnel understand your needs?

_____ Do you think that other sportsmen understand your needs?

_____ Do you need a companion to help you with mobility and other functions?

_____ Do you have adequate transportation to get to the facilities or programs?

_____ Have you had previous hunting or fishing experience, if no, ...

_____ Do you need an instructor or mentor?

_____ Are you interested in wildlife-related activities?

_____ Should there be facilities and programs reserved for people with disabilities only?

_____ Do you think the facilities are in the right places? (i.e., prefer stream fishing over lake fishing, etc.)

_____ Do you think that there is enough variety in the UDWR's programs? For example, would you like pheasant or wild turkey hunting opportunities?

_____ Do you know about adaptive equipment that might be available?

_____ Does the temperature affect your ability to participate in wildlife-related activities?

_____ Other: _____

If the UDWR was going to implement additional programs and facilities for fishermen and hunters with disabilities, which of the following would be the best method to distribute the information to you? Please answer yes or no to the following as they apply to you.

- | | |
|--|--|
| <input type="checkbox"/> UDWR Web site | <input type="checkbox"/> Flyers |
| <input type="checkbox"/> TV programs | <input type="checkbox"/> Newsletters |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Newspapers |
| <input type="checkbox"/> Mailed to my home | <input type="checkbox"/> Posters at my medical facilities |
| <input type="checkbox"/> Brochures | <input type="checkbox"/> Through my medical practitioner |
| <input type="checkbox"/> Email | <input type="checkbox"/> UDWR fishing or hunting regulations |
| <input type="checkbox"/> Utah Division of Services for People with Disabilities (DSPD) | |
| <input type="checkbox"/> Other, please describe _____ | |

If a sportsmen's organization was formed that helped fishermen and hunters with disabilities learn more about and participate in wildlife-related activities, would you be interested in joining/participating?

Circle one. Yes No

Additional Comments:

Optional

The following information will be used for statistical purposes only.

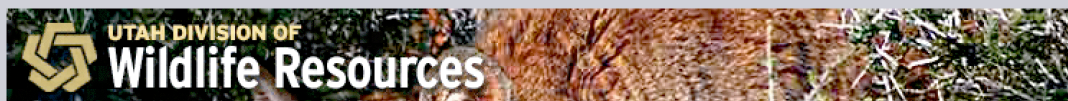
Age _____

You determine gender, don't ask. — Circle one. M F Can't tell

County of residence _____

That's all of the questions I have, thank you very much for your time. Good Bye.

web-based survey



Wildlife Survey

The Utah Division of Wildlife Resources (UDWR) is trying to determine interest in wildlife-related activities by disabled persons. The information gathered from this survey will be used to guide the UDWR in developing new programs and facilities specifically for disabled persons. Thank you for taking time to express your opinion.

Please complete this survey before May 26, 2003.

SECTION 1

Please rate your participation in the following wildlife-related activities during the previous five years.

Big game hunting:	<input type="text" value="Select one."/>
Small game hunting:	<input type="text" value="Select one."/>
Waterfowl hunting:	<input type="text" value="Select one."/>
Other hunting: (Falconry, bear, cougar etc.)	<input checked="" type="text" value="Select one."/>
Fishing:	<input type="text" value="None"/>
Wildlife watching/photography:	<input type="text" value="1 to 5 Times"/>
	<input type="text" value="6 to 10 Times"/>
	<input type="text" value="11 or More Times"/>

SECTION 2

What is your interest level in participating in the following wildlife related activities

Big game hunting:	<input type="text" value="Select one."/>
Small game hunting:	<input type="text" value="Select one."/>
Waterfowl hunting:	<input type="text" value="Select one."/>
Other hunting: (Falconry, bear, cougar etc.)	<input type="text" value="Select one."/>
Fishing:	<input type="text" value="Select one."/>
Wildlife watching/photography:	<input type="text" value="Select one."/>

SECTION 3

Listed below are reasons that might limit people from participating in wildlife-related activities. Please rank your top five limiting factors in order of importance from 1-5 (with 1 being the most limiting) that might limit your participation.

1	<input type="text" value="Select one."/>
2	<input type="text" value="Select one."/>
3	<input type="text" value="Select one."/>
4	<input type="text" value="Select one."/>
5	<input type="text" value="Select one."/>

If you listed "other" in any of your reasons, list them here:

SECTION 4

If the UDWR was going to implement additional programs and facilities for disabled fishermen and hunters, which of the following would be the best method to distribute the information to you? Please rank your top five methods in order of importance from 1-5 (with 1 being the most important)

- 1
- 2
- 3
- 4
- 5

If you listed "other" in any of your reasons, list them here:

SECTION 5

If a sportsmen's organization was formed that helped disabled fishermen and hunters learn more about and participate in wildlife-related activities, would you be interested in joining/participating?

Additional Comments:

Optional Section:

The following information will be used for statistical purposes only.

Age:

Gender:

County, State of residence:



gathering data

The number of people responding to the surveys was higher than we expected. Because we used several methods to gather the data and the results are very similar, we are confident the data is valid.

Early on, we met with several adults who have disabilities in a focus group atmosphere. They were able to articulate many of the barriers people with disabilities face and we used those ideas to design the survey.

Paper surveys were sent to or hand delivered to several organizations and facilities, which distributed the surveys to their clients. We picked up the surveys from those organizations and facilities. Other organizations and facilities kept paper copies of the survey and had clients fill it out and postal mail it back to the UDWR.

We also met face-to-face to interview many people with disabilities who filled out the survey. We also interviewed and surveyed staff members of several service organizations, schools and hospitals at venues such as Salem and Willow ponds fishing events.

We also interviewed parents or grandparents of people with disabilities at various locations where wildlife-related activities were taking place.

Many of the organizations and facilities that provide services for people with disabilities e-mailed the link of the online survey to their clients. We received many surveys through e-mail. This data is some of our most complete because it went to a wide variety of people with disabilities all over Utah.

Finally, Utah State Parks provided telephone numbers of people who received State Parks Fun Tags, which was used for the telephone survey.

The following pages depict the total combined survey results in bar graphs and pie charts. These charts reflect the sum of all the surveys completed by May 21, 2003. Several surveys were received after that date, but are not included in the results. The raw data is included in an Excel file on a CD-ROM that accompanies the original printed reports. The data will also be available eventually on the UDWR Web site.

Figure 1: Current participation level

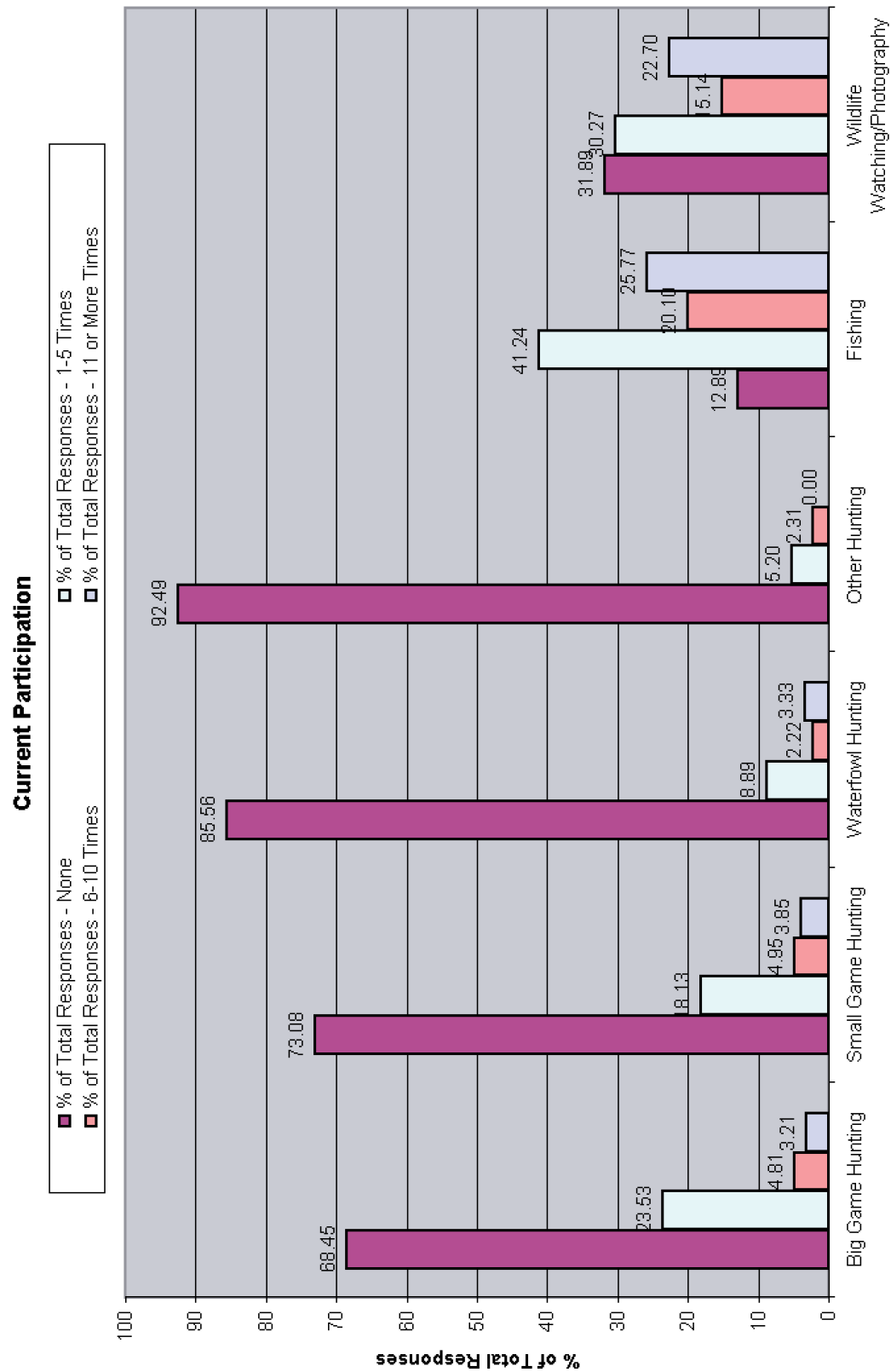


Figure 2: Potential interest level

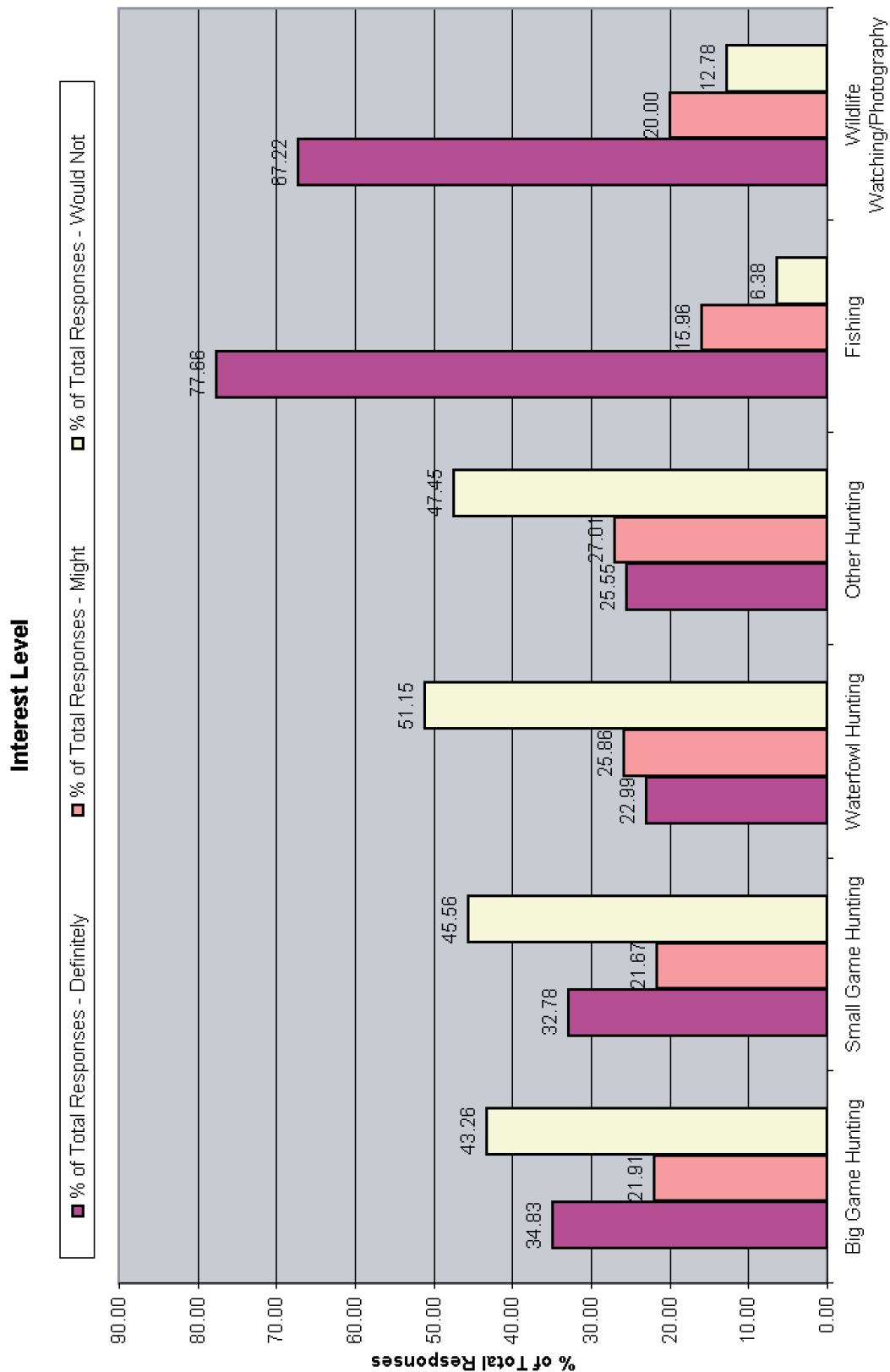


Figure 3: Factors limiting participation by people with disabilities

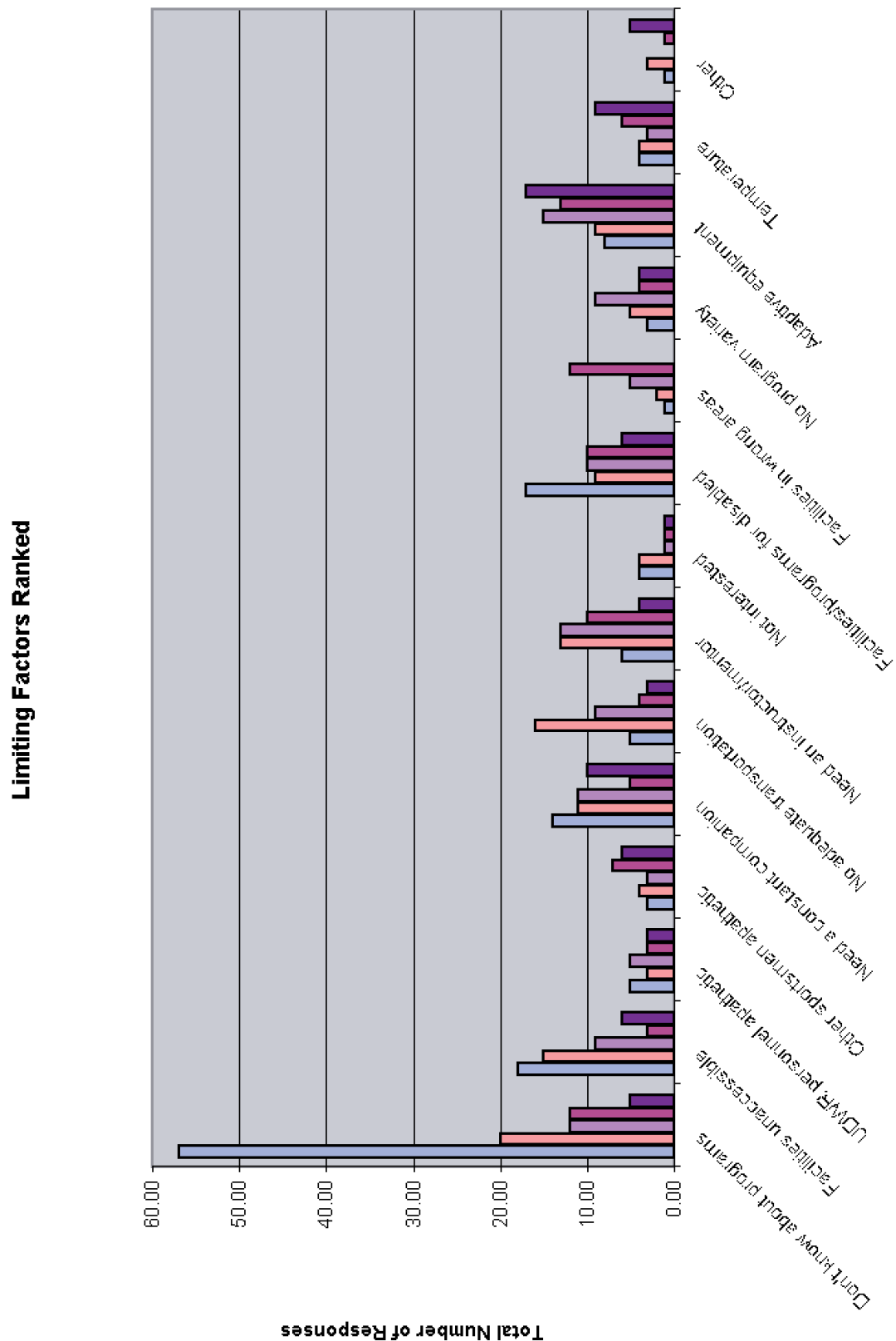


Figure 4: Limiting factors; first choice

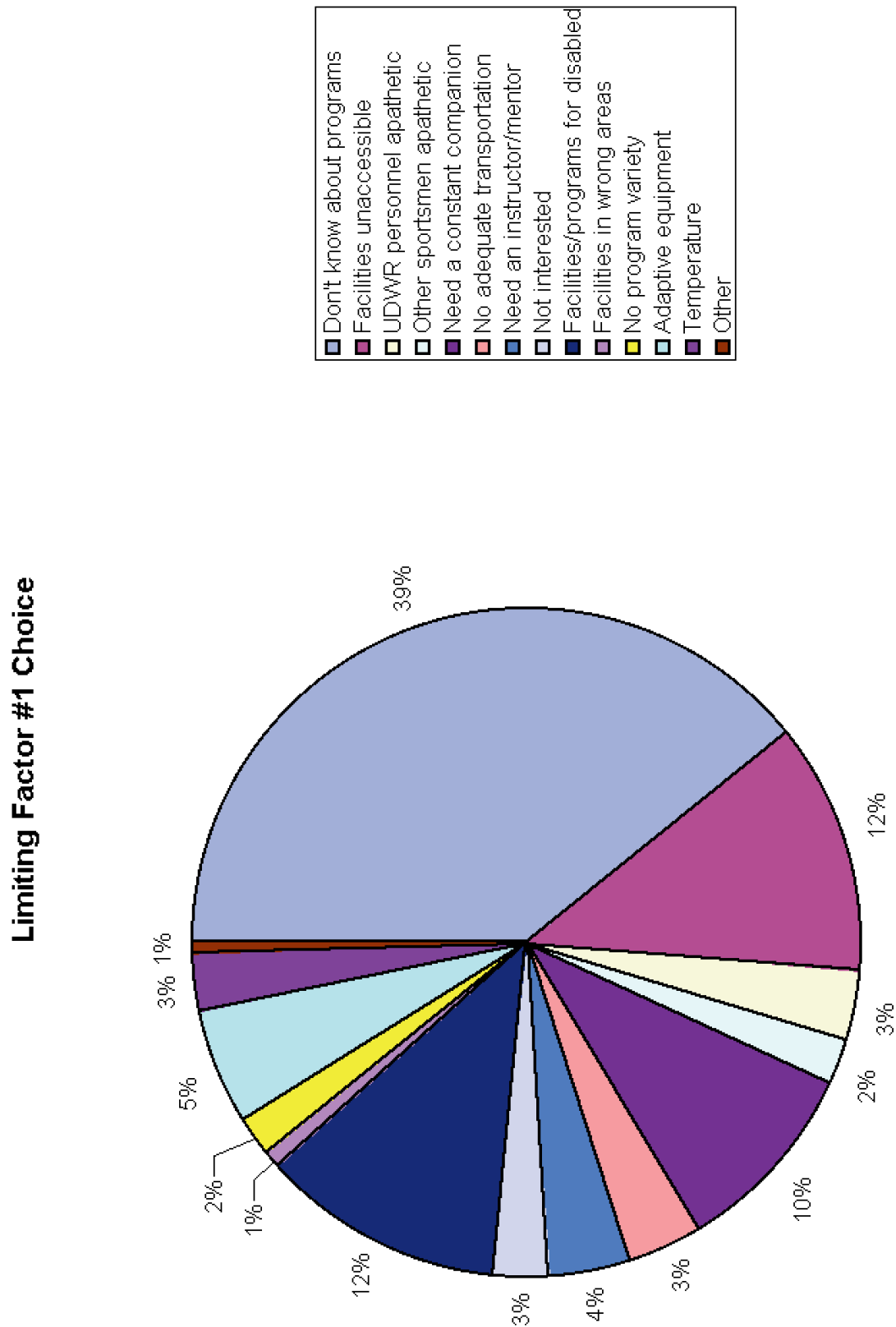


Figure 6: Limiting factors; third choice

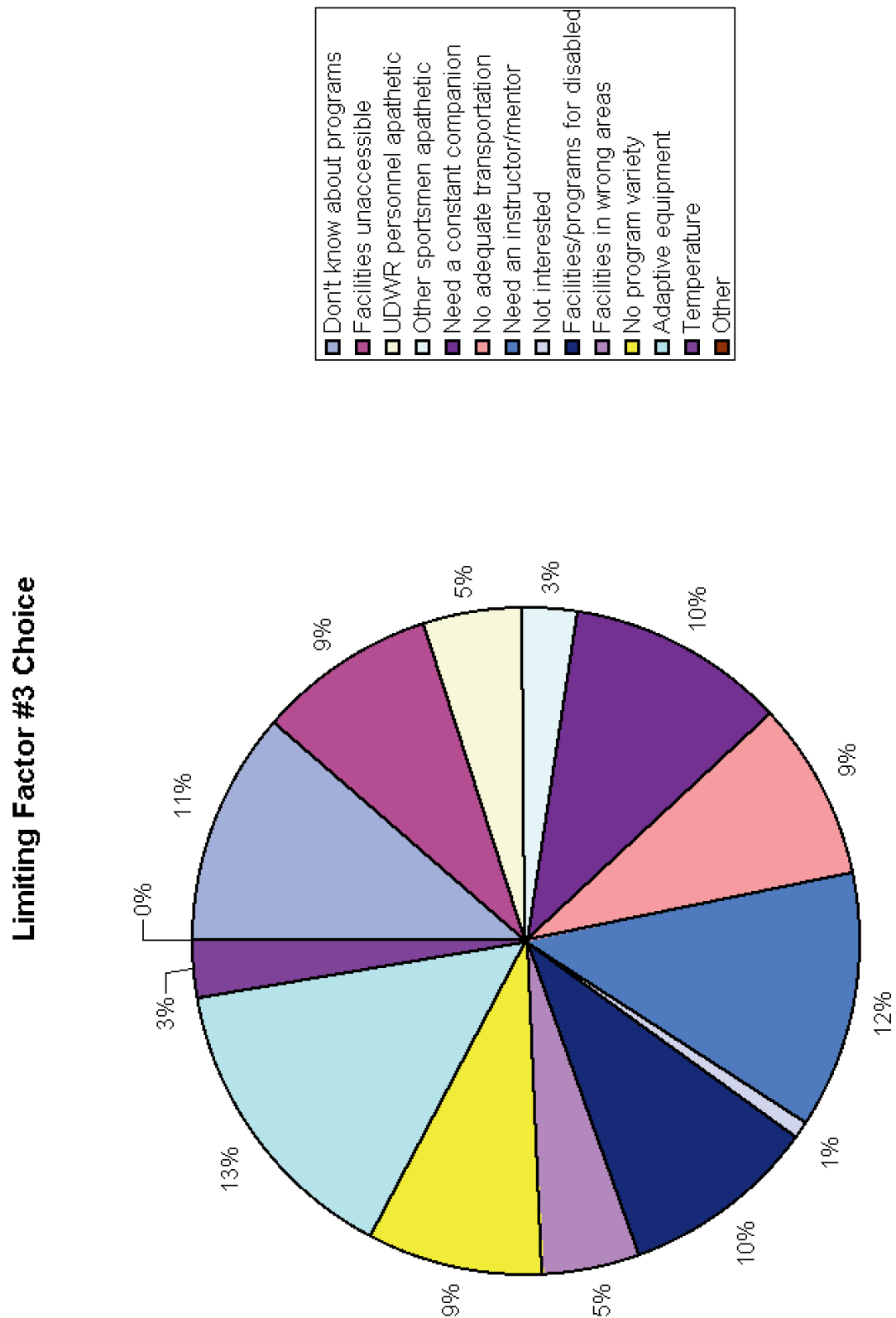


Figure 7: Limiting factors; fourth choice

Limiting Factor #4 Choice

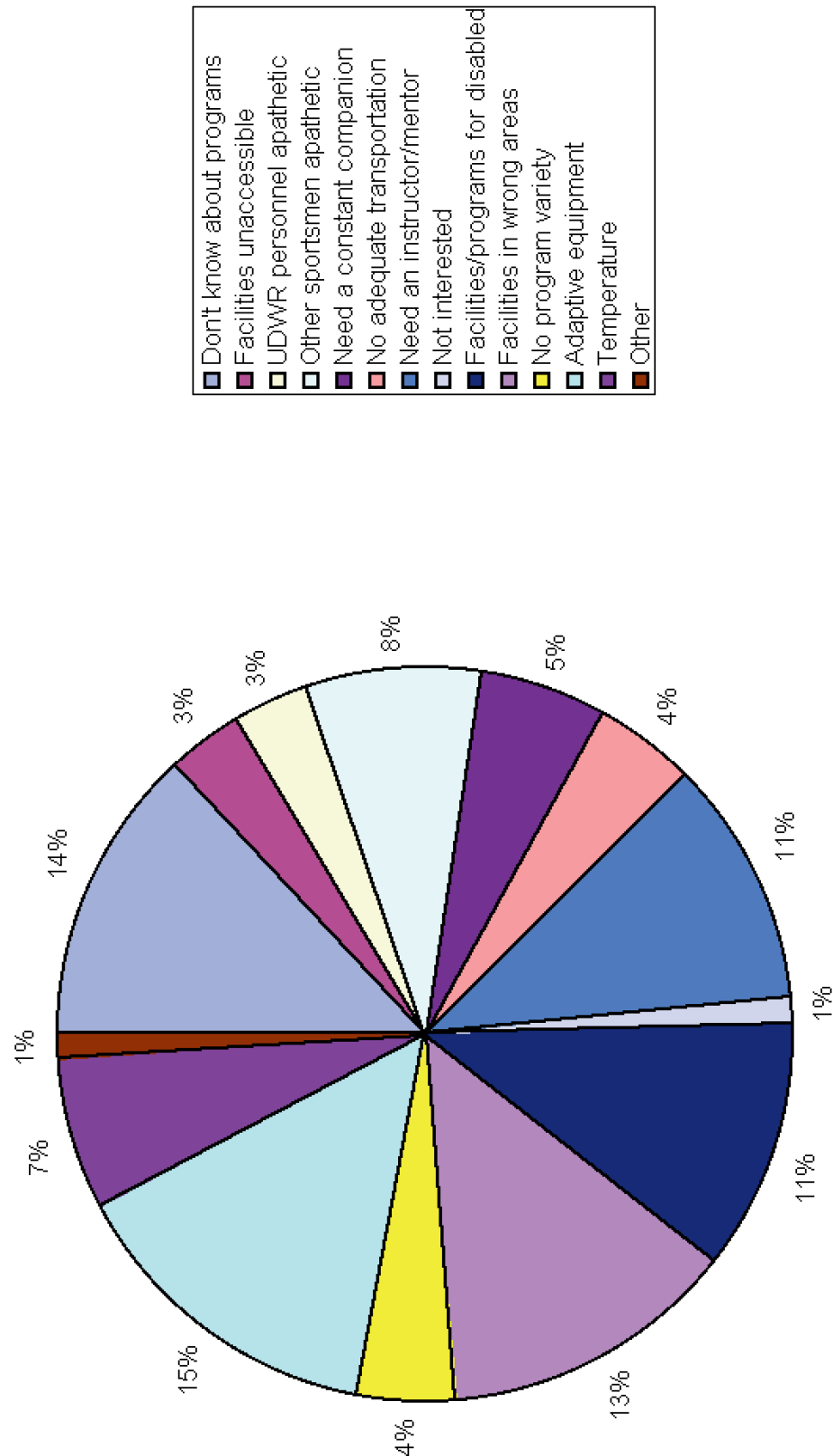


Figure 8: Limiting factors; fifth choice

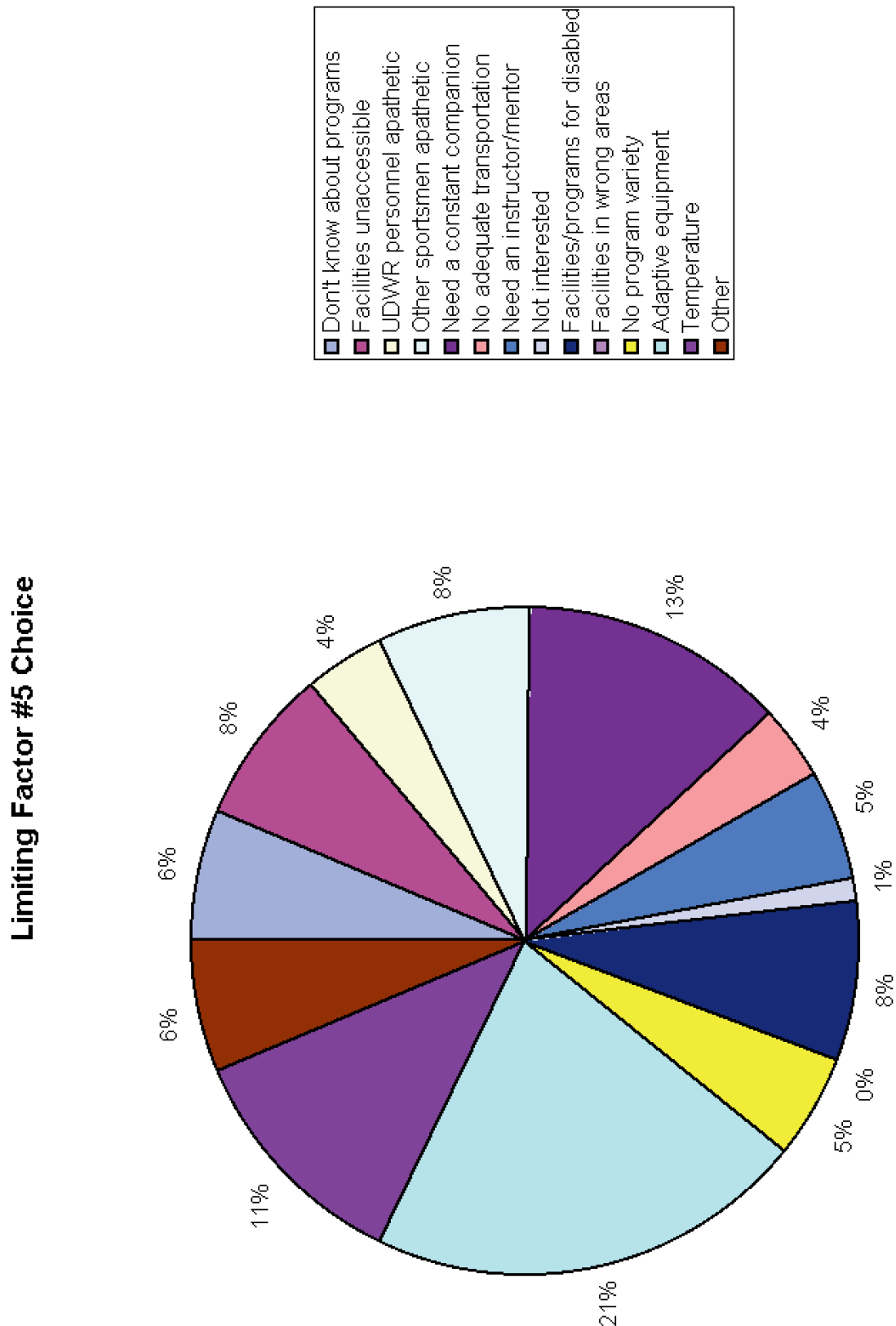


Figure 9: Limiting factors; checked all boxes that applied

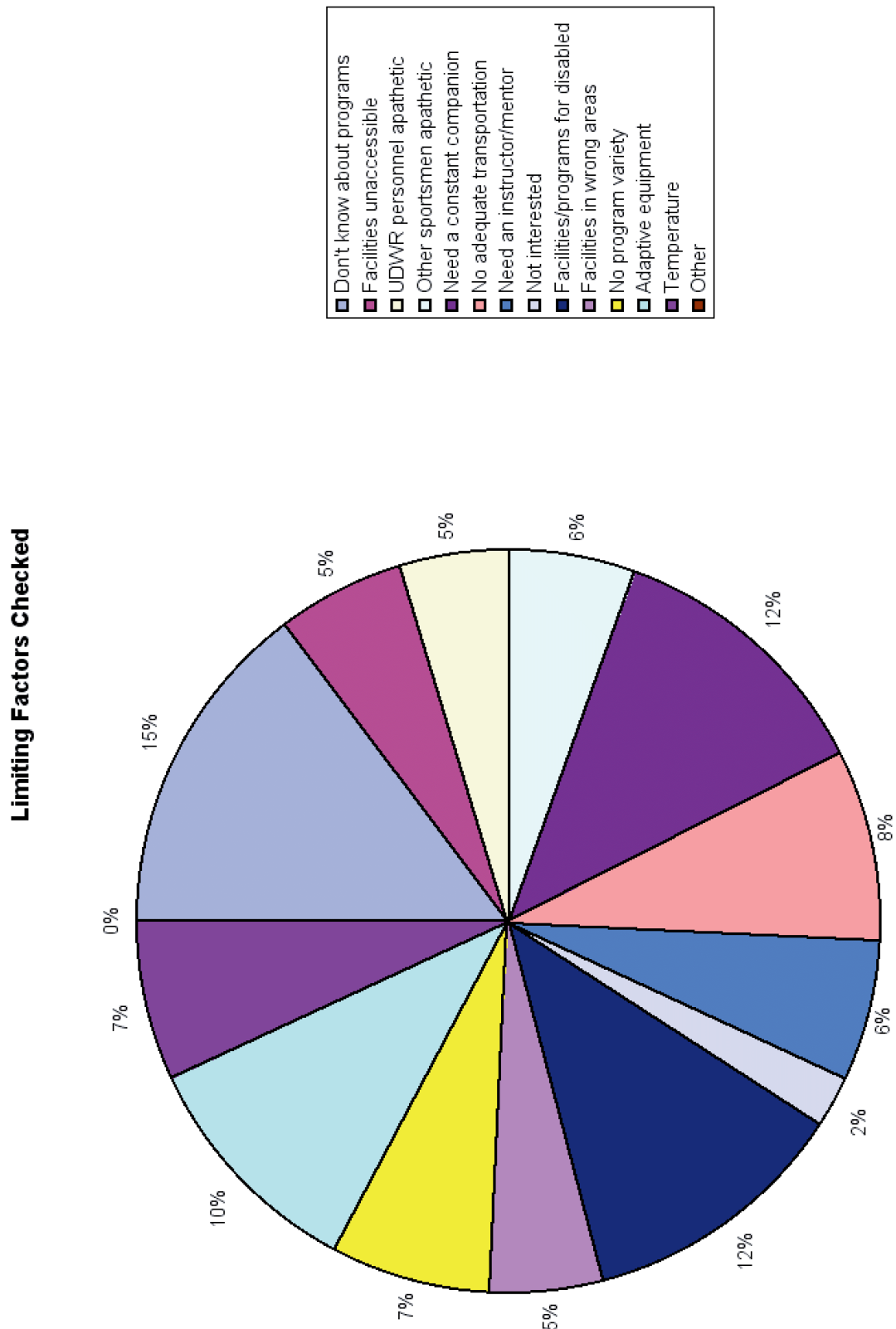


Figure 10: Survey respondents; gender

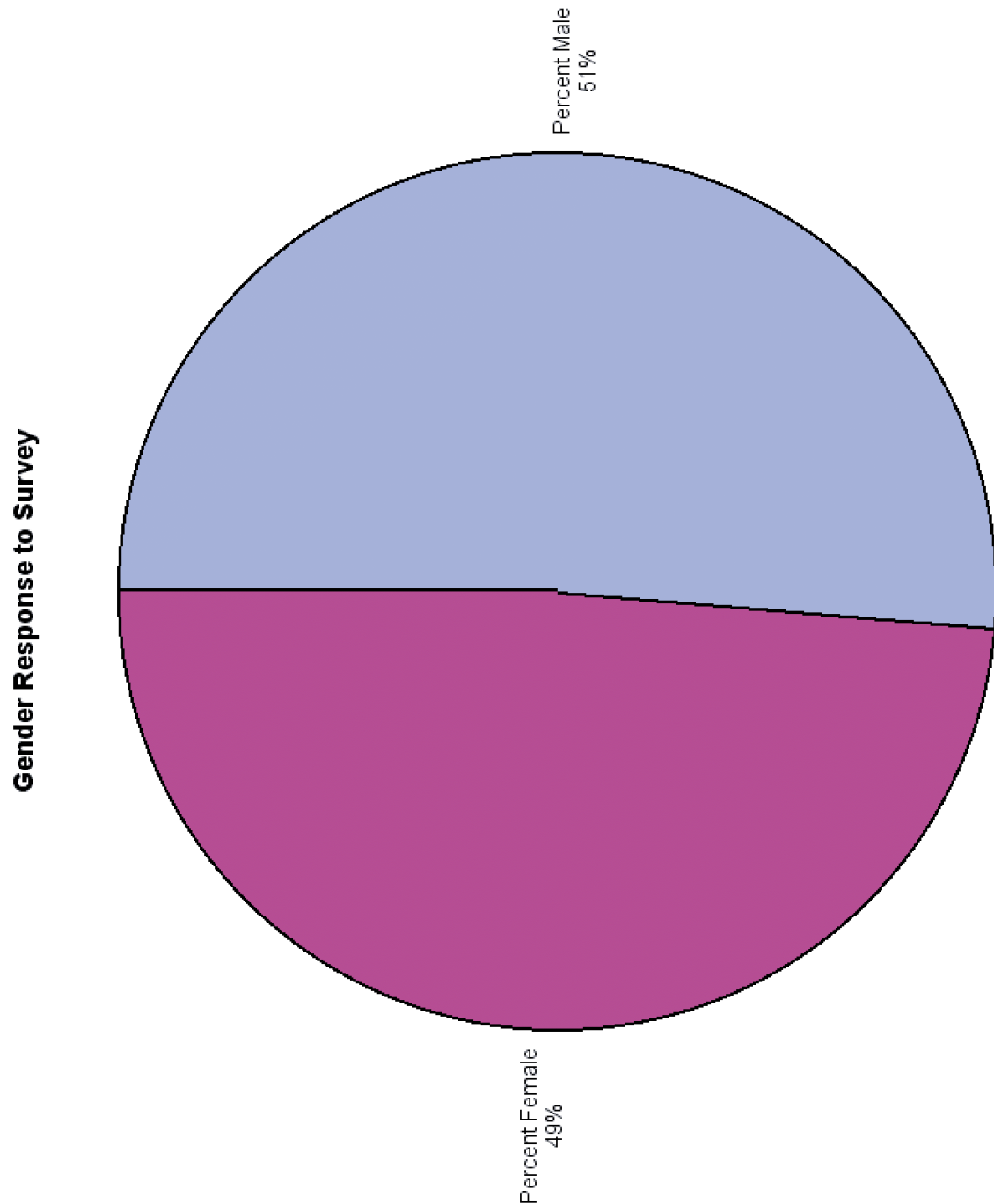
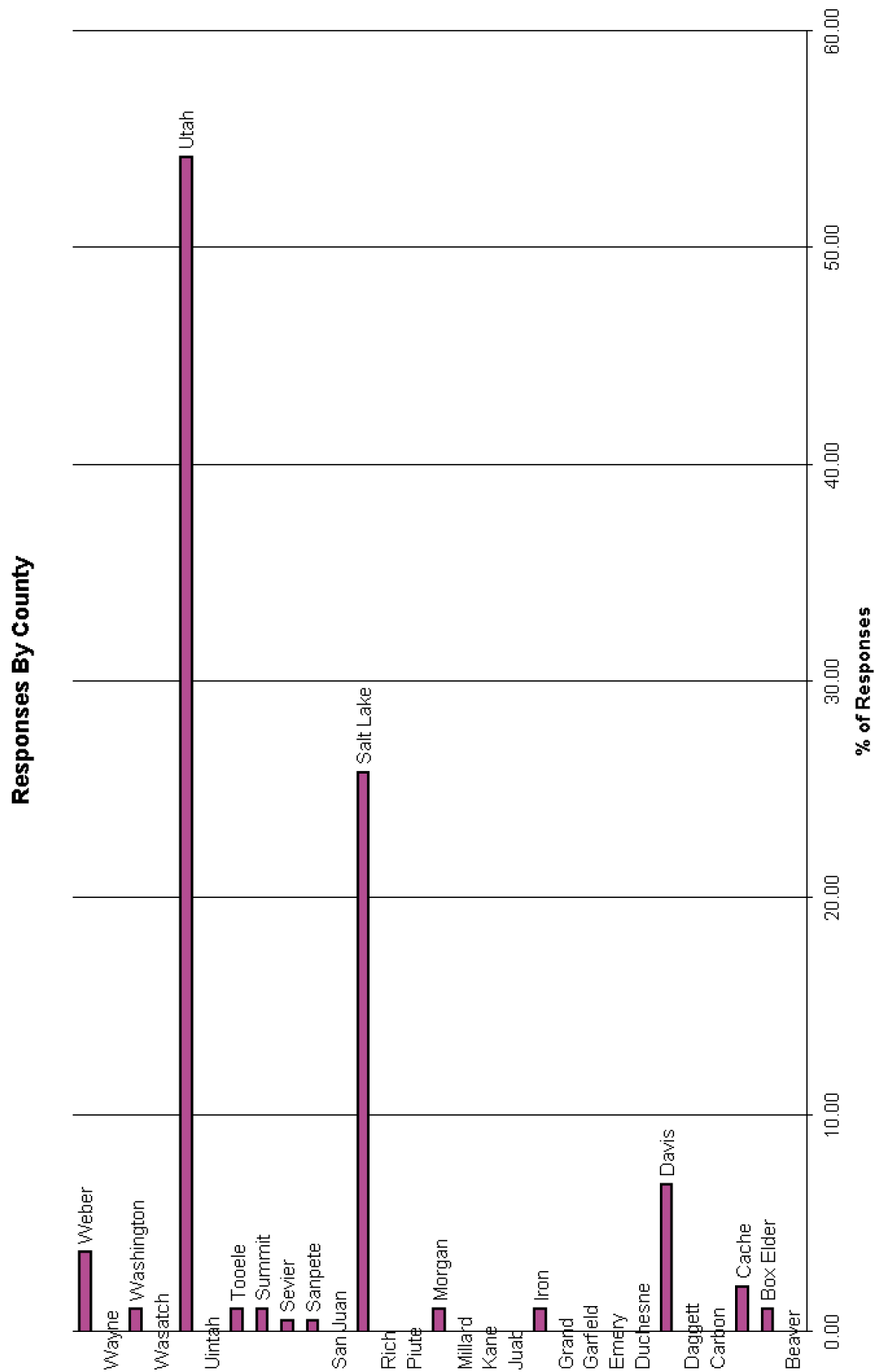


Figure 11: Survey respondents by county of residence



survey results

When the ADA team started the process of developing surveys and gathering data, we hoped to receive approximately 30 completed surveys to assist us in compilation of data. We were all very pleased when within several days after distributing the survey, it became apparent that we would far exceed our goal of 30. When we started analyzing the data, we had 180 surveys and more were coming in daily off the web. Below is the number of surveys received from each survey technique.

Completed Surveys By Technique

- Focus Groups: Total81
 - Parents13
 - Staff57
 - Students11
- Written (hand delivered) 18
- Telephone28
- Web-based53
- Grand Total180

If we refer back to our problem statement, we recall that the ADA team was chartered to determine primarily two things. They are:

1. Why anglers and hunters with disabilities are not using the current programs and facilities?
2. How much interest there is in new programs and facilities?

In analyzing the survey data, it is apparent that the current participation rate for hunting- related activities is low. Sixty-eight to 92 percent of persons with disabilities indicated that they had never participated in hunting-related activities. Fishing participation rates were much higher with only 13 percent of the survey respondents indicating that they had never participated in fishing activities. Wildlife watching and photography had a 32 percent non-participation rate.

On the other hand, interest levels for those same activities are much higher than current participation rates. Of the survey respondents, 49 to 58 percent said that they definitely would or might participate in hunting-related activities. The interest in fishing was even

survey results (cont.)

higher with 94 percent saying that they definitely would or might participate in fishing activities. Wildlife watching and photography was also high with 88 percent saying that they definitely would or might participate. With approximately 300,000 persons with disabilities in Utah, the number that might participate in hunting and fishing activities could be very large.

The current participation rate for wildlife-related activities is low, especially for hunting-related activities. The current interest level in wildlife-related activities is high. What does this tell us? This tells us that persons with disabilities are interested in wildlife-related activities and interested not only in current programs and facilities, but interested in the development of new programs and facilities. This answers the second question from our charter: “How much interest there is in new programs and facilities?”

Now let’s examine the first question. If persons with disabilities are interested in wildlife-related activities, why are current participation rates low and what are the barriers that keep them from participating? Question #3 on the survey asked the following:

“Listed below are reasons that might limit people from participating in wildlife-related activities. Please rank your top five limiting factors in order of importance that might limit your participation.”

The survey results show that 39 percent of respondents chose “I do not know about UDWR programs and facilities” as their number one choice. Another 16 percent chose this as their number two choice. The remainder of the top five number one limiting factors chosen by respondents included: “The UDWR facilities are not accessible or convenient” (12 percent), “There should be facilities and programs reserved for people with disabilities only” (12 percent), “I need a constant companion to help me with mobility and other functions” (10 percent), and finally “I do not know about adaptive equipment that might be available” (5 percent).

Using criteria very similar to the criteria used to multi-vote possible root causes, we created the following

survey results (cont.)

matrix to evaluate the top five possible root causes based on survey results to narrow to one root cause.

Root cause selection matrix

Root Cause/Symptom?

Survey Ranking Based on #1 choice

Agency Control? High Med. Low

Fixable? High Med. Low

Measurable? Yes/No

Don't know about programs	Root Cause	39%	High	High	Yes
Facilities inaccessible	Root Cause	12%	High	Medium	Yes
Lack of assistance/constant companion	Root Cause	10%	Low	Low	Yes
Facilities/Programs for disabled only	Root Cause	12%	High	Medium	Yes
Don't know about adaptive equipment	Root Cause	5%	High	Medium	Yes

Based on data gathered from the survey and the above root cause selection matrix, the team determined that persons with disabilities are very interested in wildlife-related activities and the primary root cause for them not participating is that they do not know about current programs and facilities.

select a solution

When the team initially started the process of designing a survey, we participated in several focus groups to help us formulate our survey questions. Based on focus group discussions and structured discussions within the team, we felt that the outcome of the survey would reveal that persons with disabilities were not participating in wildlife related activities because they do not know about the current programs or facilities available to them.

We decided prior to development of the survey to brainstorm possible solutions to what we felt might be the root cause. Formulating and including survey questions that might assist us in the solution selection phase saved us valuable time, as we did not have time to send out a second survey to gather data on solutions.

continues on next page

select a solution (cont.)

If our initial thoughts were wrong and the root cause was not that persons with disabilities were not participating because they did not know about the programs or facilities, the data gathered would still be useful. The survey data did confirm our suspicions and the primary root cause for not participating is that people with disabilities do not know about current programs and facilities. Below are the results of our initial brainstorming and structured discussion activities relative to selecting a solution.

Ways to Educate and Inform Persons With Disabilities About Programs and Facilities.

- A. Put more information on the UDWR Web site.
- B. Distribute flyers.
- C. Place ads with local television stations.
- D. Create newsletters and distribute.
- E. Create radio ads.
- F. Create newspapers ads.
- G. Develop brochures and distribute.
- H. Give information to medical doctor/facilities for distribution.
- I. Create Email list and send information.
- J. Put more information in the hunting/fishing regulations.
- K. Utilize The Division of Services for Persons with Disabilities (DSPD)
- L. Give information to schools for distribution.
- M. Mail information to their homes.
- N. Distribute information using disability centers and organizations.
- O. Develop special programs such as fishing events, etc.

solution survey

The results of our brainstorming activity were formulated into a question that was included in our initial survey. The survey question was as follows:

If the UDWR was going to implement additional programs and facilities for fisherman and hunters with disabilities, which of the following would be the best method to distribute the information to you? Please rank your top five methods in order of importance from 1-5 (with 1 being the most important).

- _____ UDWR Web site
- _____ Flyers
- _____ TV programs
- _____ Newsletters
- _____ Radio
- _____ Newspapers
- _____ Mailed to my home
- _____ Posters at my medical facilities
- _____ Brochures
- _____ Through my medical practitioner
- _____ Email
- _____ UDWR fishing/hunting regulations
- _____ Utah Division of Services for People with Disabilities (DSPD)
- _____ Other, please describe

An additional survey question was asked to determine interest in a sportsmen's organization specifically designed for persons with disabilities. The survey question was as follows:

If a sportsmen's organization was formed that helped fishermen and hunters with disabilities learn more about and participate in wildlife-related activities, would you be interested in joining/ participating?

Circle one. Yes No

These two questions provided the team with data that was used to recommend our final solution.

solution selection

The CPM problem-solving process includes four steps: Generate, prioritize, analyze, and select. This process guides a team through every aspect of the problem-solving process including selecting the root cause and selecting a solution. During the root cause selection phase the team utilized brainstorming, structured discussion, multi-voting, and rank ordering techniques during the generation and prioritizing phases.

The team brainstorming session and structured discussion step of the solution phase took place prior to the development of the survey and guided the team in development of survey questions. The data gathered from the survey provided information needed to move into the analyzing phase of the problem-solving process.

Let's take a look at some of the highlights from the data gathered from the survey as it pertains to the solution phase. The root cause as determined by the team using data gathered from the survey was persons with disabilities were not participating in wildlife-related activities primarily because they did not know about programs or facilities available to them.

How could the UDWR disseminate information to persons with disabilities to educate or inform them about programs and facilities? The survey results show that 31 percent of respondents chose "Mailed to my home" as their number one choice. Another 12 percent chose this as the number two choice. The remainder of the top five number one information distribution methods chosen by respondents included: "TV programs" (15 percent), "Email" (11 percent), "UDWR Web site" (7 percent), and finally "The Utah Division of Services for Persons with Disabilities (DSPD)" (7 percent).

In response to the survey question pertaining to a sportsmen organization, over 82 percent of respondents stated that they would be interested in joining an organization specifically designed for persons with disabilities.

solution matrix	Using the information gathered from the data and criteria established by the team, a solution selection matrix was established to further analyze the data.			
	Solution selection matrix			
	<i>Cost: High, Med. Low</i>			
	<i>Ease of implementation</i>			
	<i>Time frame to implement: 0-3 months, 4-6 months, 6+ months</i>			
	<i>Survey percentage based on #1 choice</i>			
UDWR Web site	Low	High	0-3 months	7%
Television	Medium	Medium	0-3 months	15%
Regular mail	Medium	Medium	4-6 months	31%
Email	Low	Medium	4-6 months	11%
Utah DSPD	Medium	Low	6+ months	7%



top five solutions analysis

Regular Mail (Ranking= #1, 31%) — The cost of implementing this received a medium rating and would include postage, envelopes, stationary, personal services, etc. The ease of implementation received a medium rating based on the time and effort that would be needed to locate names and addresses of persons with disabilities, creation of documents to send out in a mailing, etc. The time to implement would be approximately 4-6 months and would include some of the same challenges as ease of implementation.

Television (Ranking= #2, 15%)— The cost of implementing received a medium rating because of the cost of airtime, production expenses, etc. The ease of implementation received a medium rating based on the time and effort that would be needed to create television spots, secure funding, etc. The time to implement would be approximately 0-3 months and would include some of the same challenges as ease of implementation. Since the UDWR already has the equipment and experience to produce TV spots, the time frame is probably reasonable.

Email (Ranking= #3, 11%)— The cost of implementing received a low rating as very little expense would be involved with this solution. The ease of implementation received a medium rating based on the time and effort that would be needed to locate names and Email addresses of persons with disabilities, etc. The time to implement would be approximately 4-6 months and would include some of the same challenges as ease of implementation for regular mail.

UDWR Web site (Ranking= tied #4, 7%)— The cost of implementing received a low rating as very little expense would be involved with this solution. The ease of implementation received a high rating due to the little amount of time that would be needed to update the UDWR Web site to include more information about opportunities for persons with disabilities. Currently it is difficult to locate the person's with disabilities icon on the UDWR Web page. The time to implement would be approximately 0-3 months.

top five solutions analysis (cont.)

The Utah Division of Services for Persons with Disabilities (DSPD) (Ranking= tied #4, 7%)— The cost of implementing received a medium rating and might include postage, envelopes, development of brochures or posters, stationary, personal services, etc. The ease of implementation received a low rating due to the difficulties experienced by the ADA team in working with DSPD during our project. DSPD was very critical of our information and wanted to have everything approved by them prior to dissemination. The time to implement would be approximately 6⁺ months due to the time needed by DSPD to approve all the information sent to them.



final recommendations

All of the final solutions above finished in the top five of 15 possible methods of distributing information to persons with disabilities. It is the recommendation of the ADA team that all five of the above solutions be implemented in one way or another. Some of the solutions can be implemented almost immediately such as updating the UDWR Web site.

Regular mail, which finished number one in the survey would be relatively easy to implement and could be nothing more than a post card directing persons with disabilities to the UDWR Web site.

The same method could be implemented utilizing Email to direct people to the UDWR Web site. Forming a partnership with DSPD to distribute information to persons with disabilities could be established.

Development of television public service announcement or programs that could then be aired on Utah Wild, Outdoors with Doug Miller, etc. could be utilized. It is also the recommendation of the team that a committee be organized to research the current programs and facilities available and the possibility of expanding those programs and facilities.

The data gathered by the ADA team shows that there is a great interest by persons with disabilities in participating in wildlife-related activities. We believe that if those programs were reorganized and geared specifically towards persons with disabilities and marketed to them, they would be utilized heavily and would possibly generate significant revenue for the UDWR as well as enhancing the quality of life of an important segment of Utah's population.

other recommendations

- ☐ Dedicate a portion of the front section of fishing and hunting proclamations to persons with disabilities, perhaps directing them to the pages that would include information pertinent to them.
- ☐ Initiate a program educating hunters without disabilities to the challenges faced by persons with disabilities. The survey showed that many persons with disabilities were concerned about empathy from non-disabled fisherman and hunters.
- ☐ Consider implementing seasons/regulations/events specifically for persons with disabilities.

observations

Observations of the ADA team.

- The Utah Division of Services for People with Disabilities (DSPD) requires that all surveys and other information that might be distributed to their customers be proofed internally.
- Access Utah, an Internet site developed to provide information exclusively to persons with disabilities is willing to place a UDWR link on their Web site.
- Staff and some parents may be against hunting, but their kids may have an interest.
- Allow a guest columnist with a disability to put wildlife-related success stories on the UDWR Web site.
- Distribute flyers and brochures to schools, universities, hospitals, recreation centers, etc.
- Local television personalities can be used for PSAs announcing events specifically for persons with disabilities.
- Programs and facilities should be promoted aggressively through radio and television.
- “Person first” language is the politically correct way to write and talk about programs and facilities, i.e. fisherman and hunters with disabilities.
- Increased sales of permits/CORs/licenses for persons with disabilities may result in more companion permits and license sales.
- UDWR administration should attend some of the events currently being held for persons with disabilities so they can see first hand the interest, excitement level, and benefits of these programs.

tracking effectiveness

Tracking the Effectiveness of These Solutions

Tracking the effectiveness of these solutions will be relatively easy. There is currently a database within UDWR that tracks those persons with disabilities that have applied or acquired permits specifically for people with disabilities. Keeping the database current will allow UDWR to track the progress of these solutions.

Updating the UDWR Web site to keep track of visits to the person's with disabilities portion of the Web site would be very useful. Keeping track of revenue generated from the sale of licenses specifically for people with disabilities would also be useful. We believe that once some of the solutions are implemented, it will become readily apparent that there is a dramatic increase in interest in wildlife-related activities by persons with disabilities.

Appendix I — Comments from surveys

Salem Pond

Staff

This was great fun and food!

The fishing day for schools is a great opportunity for students who never get to fish otherwise.

The Kids Disability Fishing Day at Salem Pond is a wonderful experience for the children (as well as the teachers!). Keep up the great work.

I would enjoy volunteering my time (disabled club).

We love fishing day and look forward to it the whole year! I am so impressed with the quality of kind and helpful people who give their time to this activity. It's an awesome time each year.

I think your fishing day is awesome. I would like to see something similar for bird watching in the marshes in the fall and some kind of large animal watching/photography, like Hardware Ranch.

I think it would be a great thing to participate in (disabled club).

I think it's a great opportunity for the special kids to be able to spend a day fishing. The DWR is awesome for thinking of them.

I love kids fishing day!!! I think it's a great opportunity for them to experience something they wouldn't otherwise have a chance to do.

This is a great activity! Everyone had such a nice time.

Have a moral conflict with hunting, fishing is okay, but like the idea of increased access so that more people with disabilities can experience the outdoors in a more easily accessible way.

As long as there was specific helps/volunteers to assist (disabled club).

Program Friday nights, kids are picked up by the bus (club).

The kids prefer group activities over individual activities.

Appendix I — Comments from surveys

As a classroom teacher of visually impaired and blind children, I would love for my students to be more aware and have hands-on to the animals and environment.

Parents don't know of programs available and don't know what to do with them (kids).

Love fishing programs.

Adults in Wheelchairs

Keep up the great work (example: Salem Fishing). Special docks and trails for people in wheelchairs absolutely critical!!

Parents

Keep up the great work, you're great!!

Most people seem to be afraid to help the people with disabilities. They do not want to get involved. People need to be made aware of the special people and try to support them.

Willow Pond

Parents

It would be nice to have additional information on programs available. Most people don't know about programs and where to find out about them.

The more programs/facilities, the better!

Web Surveys

I don't think the DWR cares too much about the handicapped hunters like other states do. In other states permits are set aside just for people in wheelchairs. Why can't Utah do the same thing??? They also have special seasons for people in wheelchairs. Why can't Utah do the same??? If they cared about handicapped hunters they would make things happen to give them the same opportunities as people that are not handicapped have.

Appendix I — Comments from surveys

I think Utah should have hunts just for the handicapped and give them a special season where it would be easier for them to harvest a game animal before they are all spooked from the regular hunts.

Joining club — Depends on what kind of disability they have, for being accessing in this kind of activities.

I might like to hold a fishing pole and be outdoors or on a boat with others who like to fish. I'm not interested in cleaning fish, or cooking fish.

I'm not interested in outdoors activity related with wildlife.

It would be best for most disabled people to have shaded areas as many are on medications that make it dangerous to expose them to any extended (over five minutes) amounts of sunlight.

Fly fishing has always interested me and I once took a course at Lake Tahoe, but I was the only person in a wheelchair and the course could not really accommodate me. I was out of place and dropped the fly-fishing attempt. Trap shooting is appealing to me as well and I have no idea of where to go to try that around St. George, Utah. I used to hunt birds but don't care to anymore. Has nothing to do with disability, but more with attitude regarding hunting itself. Thank you.

We are very interested to find out what good places to take a child with mental disabilities for fishing or wildlife watching.

I think it would be great to get people with disabilities involved with many programs. It would help them feel better about themselves and they will have the chance to enjoy the outdoors like so many other people. They should set special hunts aside like other states in America do for big game opportunities. I have been disabled for two years now and hunt opportunities are hard to come by now that I'm in a wheelchair. The only opportunities people like we have to have a good hunt is draw a tag in the drawing and even then it's still pretty hard.

Transportation needed or don't know about good areas to go.

We appreciate anything you can do to assist those with disabilities. I work with people with disabilities at the Castle Valley Center in Price. We go fishing each summer, the questions seem on target to me. Most will need assistance in filling out the form.

As I take disabled adults into the outdoors, I see the initial parking lot and bathrooms accessible. Often times from that point to the waters edge can be a problem for wheelchairs, or people with mobility problems. In certain places there are ramps and lifts, but not everywhere.

Appendix I — Comments from surveys

I have completed this form for my daughter, who is disabled. As a family, we enjoy fishing, hiking, camping, etc. As my daughter becomes older, and therefore bigger, we are finding it much more difficult to do these activities as a family. She is able and loves these activities, so we continue to do as much as we can. However, we are swiftly coming to the point where I am unable to provide the assistance necessary to access some of our favorite sites, which will cause us to stop doing these activities, as we would like to involve the entire family. In making the statement, I would like to also state that we do not want to see everything paved and the habitat and scenery adversely affected. In truth, if we want to do something badly enough or visit a particular place we will make the necessary arrangements to do it. And we have found staff to be very helpful if we are able to communicate our need specifically enough. I feel it would be most helpful to have a description of sites associated with level of access difficulty, trail description, surfacing type, shoreline character (rocky, sandy, etc.). Then we would be able to make more informed choices, and if help is required (for instance, a request for permission to use a ATV as a means of access only) an individual to contact for permission or additional questions. Often, we do not need special facilities, only a knowledge of what to expect and someone to ask questions of. Anyway, long email, but something that we have been thinking of lately. Should you wish to ask any questions of us, please email keithmc@cc.usu.edu. Thanks.

The cost of the license does not match the frequency of participation. Needs to be low cost or no cost.

It would be helpful if you used People First Language. This makes those whom you are trying to reach seem as a person first and having a disability second. Example: Fishermen and hunters with disabilities, or sportsmen with disabilities. In this way, the disability does not become the person. It is a person with a disability.

I, as a disabled person, have always felt that a fishing and hunting license should be lower in price because we are limited as to available areas because of our disability. For example, it's very difficult to get near enough to water or lakes for ease in fishing, can't get into streams or into lakes with wheelchairs.

Getting from a vehicle to the actual sporting site is often impossible or very difficult. Wheelchairs needs solid surfaces such as concrete walks. Gravel and dirt are near impossible to navigate and are at the very least discouraging to a wheeler to the point that it's not worth the effort. Often times the actual site such as fishing piers are fine but getting form one's vehicle to that site can be the true challenge. Thank you.

Difficult to access many outdoor areas with wheelchairs and/or other mobility challenges.

Appendix I — Comments from surveys

Need accessibility for deaf/hard of hearing.

Other surveys

They should extend the general season deer and elk hunts for people that are in wheelchairs, so that it gives them a better chance of harvesting an animal.

Next time you do a survey, you should have (it in) large print or braille survey so people that are totally blind, then they could read it themselves.

The public is not educated about disabled sportsmen (safety issues, deaf hunter).

The trails and available accessibility always seem to be lower areas. I would enjoy getting up to the "back country."

Show me the way and I'll make the path!

Special considerations for general big game hunts for people in wheelchairs, i.e., longer seasons, access to limited entry hunts, etc.

I have physical difficulty in controlling a gun safely.

I don't agree with hunting.

It's nice to know that UDWR is concerned about needs.

Good interview questions.

Would really like to participate.

Wish there were more programs.

It's about time someone thought about us!!!

I would like to see the license fee dropped for physically disabled people, because we are restricted as to places and areas we can get to.

Thanks for the concern. My brother-in-law was an avid outdoorsman before his accident that left him paralyzed and continues to be so. The problem is that a lot of the areas that are made accessible to him are not in the out-of-the-way places that he wants to be. They are usually where there are too many people.

Appendix II — events for kids with disabilities

Focus groups were held during three fishing events that were specifically designed for kids with disabilities. The first event was held on May 13 at Salem Pond in Salem and the next two were held on May 14-15 at Willow Pond in Salt Lake City.

The Salem Pond event involved 1,000 kids with varying degrees of disabilities, ranging from mental retardation to blindness to confined to wheelchairs. The Division of Wildlife Resources was able to survey the opinions of the kids themselves, along with their teachers and parents. This is a yearly event that involves the local schools, hospitals and rehabilitation centers in the area. The children involved look forward to this event every year because this is often the only time they get involved in a fishing program. Every child catches a fish (often placed on their hook by a volunteer while someone distracts their attention for a minute) and their joy and delight is very apparent. Two themes that stood out from this group was 1) interest and desire to participate in these type of programs is great but not enough programs exist, and 2) these kids enjoy doing outdoor activities as a group, rather than individually.

The Willow Pond events involved 80 kids and we were able to assess their level of participation, interest in programs, etc. Again, the same results were very apparent.

Both teachers and parents commented that they didn't know about existing programs and facilities and were concerned that most of the programs were offered through schools and there were no programs to keep these kids occupied during the summer months when school was not in session. They asked for more programs and more information about these programs (where to go, what to do, etc.).

Wildlife Resources definitely needs to offer more organized programs for kids with disabilities, since they enjoy participating as a group. Informing them about these programs and getting them involved is another challenge that needs to be addressed.

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
ALABAMA Fish and Game Division	http://www.dcnr.state.al.us/agfd/hdcp.html
ALASKA Department of Fish and Game	<p>Below is a list of hunting programs and disability licenses available in Alaska.</p> <p>Licenses:</p> <p>Resident Disabled Veteran-information can be found on the web at http://www.state.ak.us/adfg/wildlife/geninfo/regs/general.pdf</p> <p>Hunting Programs:</p> <p>Proxy Hunting-a person that is blind, 70% disabled or 65 yrs. of age may use another hunter (proxy) to harvest game for them (beneficiary), information can be found on the web at http://www.state.ak.us/adfg/wildlife/geninfo/regs/general.pdf, see pg. 12.</p> <p>Disability Provisions-two areas in the state have harvest methods specifically identified for disabled hunters. In Southeast, Alaska (Units 1-5) with a permit from the department a disabled person may take big game from a boat. On the Kenai National Wildlife Refuge, a disabled person bound to a wheelchair may take game from a motorized vehicle in areas designated by refuge staff, permits for the Kenai National Wildlife Refuge are issued by both Alaska Department of Fish and Game and the U.S. Fish and Wildlife Service. Information can be found on the web at http://www.state.ak.us/adfg/wildlife/geninfo/regs/general.pdf, see pg. 13.</p> <p>Methods & Means Exemptions-legal methods and means for taking game are established for each species, location and season. The department may be able to authorize methods and means exemptions for disabled persons.</p> <p>Each methods and means exemption request is reviewed on an individual basis in order to determine the department's ability to issue the requested exemption. Information can be found on the web at http://www.state.ak.us/adfg/wildlife/geninfo/forms/92-104.htm; an application can be viewed at http://www.state.ak.us/adfg/wildlife/geninfo/forms/92-104f.pdf. If you have additional questions, I can be reached via reply email or by phone at (907) 465-6197."</p> <p>Sincerely, Ryan Scott Wildlife Biologist</p>

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
ARKANSAS Game and Fish Commission	<p>We do not have a link on our web page for the disabled sportsman. At this time, there is no disabled license in Arkansas. I am presenting a proposal to our Commission this month for reinstatement of the disabled license. It will be the Commission's determination what action is taken. If you have further questions, feel free to contact me."</p> <p>Alice Browning Assistant Chief Fiscal Services Division 501-223-6343</p>
CALIFORNIA Department of Fish and Game	<p>http://www.dfg.ca.gov/coned/access.html</p>
COLORADO Division of Wildlife	<p>http://wildlife.state.co.us/accessibility/</p>
CONNECTICUT Department of Environmental Protection	<p>"Within the past several years, CT has done several things to assist the disabled sportsperson. CT offers the sportsperson with a permanent disability the opportunity to hunt with the cross bow with special permit during the regular bow hunting season. We have also developed seven locations throughout the state to help the people with ambulation disabilities gain easier access to the property by providing graveled trails for easier ambulation or wheelchair use and clearings where a wheelchair and/or a portable blind may be set up to conceal them. In addition to this we have provided two waterfowl hunting blinds on state property with water impoundments with priority given to people with disabilities.</p> <p>We also allow people with ambulation difficulties a permit for ATV use, e.g. MS, Muscular Dystrophy or cardio/pulmonary problems. This person, with limited designated areas, may use the ATV to get out and in the site. They may not hunt from the vehicle. However, someone with paraplegia or lower limb amputation may hunt from the vehicle provided it is stopped and shut off. As far as I know, CT does not have a link on our web page for disabled persons. Call me if I can be of further assistance. 860 675-8130. "</p> <p>David R. Kubas, Coordinator, Conservation Education/ Firearms Safety Program/ Wildlife Division ADA liaison</p>

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
DELAWARE Division of Fish and Wildlife	http://www.dnrec.state.de.us/fw/access.htm
GEORGIA Wildlife Resources Division	<p>Basically, a person must be totally (100%) AND Permanently disabled (unable to hold gainful employment) to qualify for our disabled license. Such disability must be certified by Social Security, Rail Road Retirement, VA or other governmental agency qualified to make such determinations. Upon successful certification, the person is issued a 3-year Sportsman's License (covers everything). It must be renewed every three years, because Social Security generally requires re-certification every three years."</p> <p>Mike Hughes Program Manager Licensing & Boat Registration Unit 2189 Northlake Parkway Bldg. 10, Suite 108 Tucker, GA 30084 770-414-3340 770-414-3344 (FAX) e-mail: Mike_Hughes@dnr.state.ga.us</p>
HAWAII Department of Land and Natural Resources	http://www.state.hi.us/dlnr/Accessibility.htm
ILLINOIS Department of Natural Resources	http://dnr.state.il.us/DOO/
INDIANA Division of Fish & Wildlife	<p>Normally, persons with disabilities contact us about the permit and we send them the application with information that needs to be filled out by their physician. The application is then sent back to us and reviewed on a case-by-case basis.</p> <p>Dawn Krause Division of Fish and Wildlife Indiana Department of Natural Resources</p>

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
IOWA Department of Natural Resources	Go to our Home Page at www.iowadnr.com and click on specialty licenses you will see the types of licenses we make available to our Iowa Residents.
KENTUCKY Department of Fish and Wildlife Resources	http://www.kdfwr.state.ky.us/disinfo.htm
MAINE Department of Inland Fisheries & Wildlife	http://www.state.me.us/ifw/licreg/disabilities.htm
MARYLAND Department of Natural Resources	http://www.dnr.state.md.us/outdooradventures/huntc-falls.html
MASSACHUSETTS Department of Fisheries, Wildlife & Environmental Law Enforcement	http://www.state.ma.us/dem/recreate/a-fish.htm
MICHIGAN Department of Natural Resources	http://www.michigan.gov/dnr/0,1607,7-153-10363_10913-31685--,00.html
MINNESOTA Department of Natural Resources	http://www.dnr.state.mn.us/open_outdoors/organizations.html
MISSISSIPPI Department of Wildlife, Fisheries and Parks	We do not have a specific web site for this purpose. However, all of our wildlife management areas do offer opportunity. Specific information should be requested from our area managers on these areas.

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
MISSOURI Department of Conservation	http://www.conservation.state.mo.us/areas/kcmetro/fishfaci/index.shtml
MONTANA Fish, Wildlife & Parks	http://fwp.state.mt.us/parks/adafaspark.asp?command=fas
NEW HAMPSHIRE Fish and Game Department	http://www.wildlife.state.nh.us/Hunting/hunt_accessibility.htm
NEW JERSEY Division of Fish, Game and Wildlife	http://www.state.nj.us/dep/fgw/disinfo.htm
NEW YORK Department of Environmental Conservation	http://www.dec.state.ny.us/website/dfwmr/openout.htm
NORTH CAROLINA Wildlife Resources Commission	http://216.27.49.98/pg01_license/pg1b2b.htm
OHIO Division of Wildlife	<p>http://www.ohiodnr.com/news/feb03/0204spechunt.htm, http://www.ohiodnr.com/news/aug02/0806specialhunt.htm http://www.dnr.state.oh.us/wildlife/PDF/DNR%209106.pdf.</p> <p>This link gives information on accessible sites for disabled sportspersons, http://www.ohiodnr.com/wildlife/PDF/pub174.htm. This site includes information for hunting and fishing locations, and shooting ranges. All of the links mentioned above are located on our website at www.ohiodnr.com.</p>

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
OREGON Department of Fish and Wildlife	http://www.dfw.state.or.us/odfwhtml/regulations/hunting/disabled.html
RHODE ISLAND Department of Environmental Management	http://www.state.ri.us/dem/pubs/regs/REGS/FISHWILD/hunt0203.pdf http://www.state.ri.us/dem/pubs/regs/REGS/FISHWILD/fwl0203.pdf http://zog.doa.state.ri.us/fw_detail.htm
SOUTH DAKOTA Department of Game, Fish and Parks	What we currently have is online in a PDF file. Find the link at http://www.state.sd.us/gfp/Publications/Index.htm We are planning on developing a more detailed web-page for disability information.
TENNESSEE Wildlife Resource Agency	http://www.state.tn.us/twra/xbowlet.html
TEXAS Parks & Wildlife	http://www.tpwd.state.tx.us/passport/listen/pt020906.htm
UTAH Division of Wildlife Resources	http://www.wildlife.utah.gov/disabled/
VERMONT Agency of Natural Resources	Vermont has six fishing access areas that are designed for disabled persons. We also have a special permit for disabled folks who may shoot from a motor vehicle that is parked off the road."
WASHINGTON Department of Fish and Wildlife	http://www.wa.gov/wdfw/outreach/fishing/wfg2000/wfgacces.htm http://www.wa.gov/wdfw/outreach/access/blinds.htm

Appendix III — Agencies' Internet sites

Agency	Comments/Web address
WEST VIRGINIA Division of Natural Resources	http://www.dnr.state.wv.us/disabled/disabled%5FI-censes.htm
WISCONSIN Department of Natural Resources	http://www.dnr.state.wi.us/org/at/af/open/
Others:	
Outdoor Buddies	http://www.outdoorbuddies.com/
Disabled Hunters of North America	http://www.dhna.org/
Handicapped Hunters Resource Guide	http://www.ismi.net/handicapinfo/
Buck masters	http://www.badf.org/disabledhunters.html

Appendix IV — Utah Hunting and Fishing Administrative Rules

R657. Natural Resources, Wildlife Resources.

R657-12. Hunting and Fishing Accommodations for Disabled People.

R657-12-1. Purpose and Authority.

Under authority of Sections 23-14-18, 23-19-1, 23-19-36, 23-20-12 and 63-46a-3, this rule provides the standards and procedures for a disabled person to:

- (1) obtain a certificate of registration for taking wildlife from a vehicle;
- (2) obtain a fishing license as authorized under Section 23-19-36(1);
- (3) obtain a certificate of registration to participate in companion hunting;
- (4) obtain a certificate of registration to receive a limited entry season extension; or
- (5) obtain a certificate of registration to hunt with a crossbow.

R657-12-2. Definitions.

- (1) Terms used in this rule are defined in Section 23-13-2.
- (2) In addition:
 - (a) "Blind" means the person:
 - (i) has no more than 20/200 visual acuity in the better eye when corrected; or
 - (ii) has, in the case of better than 20/200 central vision, a restriction of the field of vision in the better eye which subtends an angle of the field of vision no greater than 20 degrees.
 - (b) "Crutch" means any mobility aid or assistive technology device, including a cane, crutch, walker, long or short braces, or other prosthetic or orthotic device which aids in mobility.
 - (c) "Loss of either or both lower extremities" means the permanent loss of use or the physical loss of one or both legs or a part of either or both legs which materially impedes a person's mobility.
 - (d) "Quadriplegic" means a person who has a permanent physical impairment due to injury or disease, congenital or acquired, which renders the person so severely disabled as to be physically unable to utilize a legal weapon.

R657-12-3. Providing Evidence of Disability for Obtaining a Fishing License.

(1) A resident may receive a free fishing license under Section 23-19-36(1) by providing evidence the person is blind, paraplegic, or otherwise permanently disabled so as to be permanently confined to a wheelchair or the use of crutches, or who has lost either or both lower extremities.

- (2) A person may obtain this license at any division office.
- (3) The division shall accept the following as evidence of disability:
 - (a) obvious physical impediment;
 - (b) use of any mobility device described in Section R657-12-2(b);
 - (c) a signed statement by a licensed ophthalmologist, optometrist, or a physician verifying the person is blind as defined under Section R657-12-2(a); or
 - (d) a signed statement by a licensed physician verifying the person is paraplegic, or otherwise permanently disabled so as to be permanently confined to a wheelchair or the use of crutches, or has lost either or both lower extremities.

R657-12-4. Obtaining Authorization to Hunt from a Vehicle.

(1) A person who is paraplegic, or otherwise permanently disabled so as to be permanently confined to a wheelchair or the use of crutches, or who has lost either or both lower extremities, and who possesses a valid license or permit to hunt protected wildlife may receive a certificate of registration to take protected wildlife from a vehicle pursuant to Section 23-20-12.

(2)(a) Applicants for the certificate of registration must appear in person at a division office and provide evidence of disability as provided in Subsections R657-12-3(3)(a), (b), or (d).

(b) Certificates of registration may be renewed annually.

(3) Wildlife may be taken from a vehicle under the following conditions:

(a) Only those persons with a valid hunting license or permit and a certificate of registration allowing them to hunt from a vehicle may discharge a firearm or bow from, within, or upon any motorized terrestrial vehicle;

(b) Shooting from a vehicle on or across any established roadway is prohibited;

(c)(i) Firearms must be carried in an unloaded condition, and a round may not be placed in the firearm until the act of firing begins, except as authorized in Title 53, Chapter 5, Part 7 of the Utah Code; and

(ii) Arrows must remain in the quiver until the act of shooting begins; and

(d) Certificate of registration holders must be accompanied by, and hunt with, a person who is physically capable of assisting the certificate of registration holder in recovering wildlife.

(4) Certificate holders must comply with all other laws and rules pertaining to hunting wildlife, including state, federal, and local laws regulating or restricting the use of motorized vehicles.

Appendix IV — Utah Hunting and Fishing Administrative Rules

R657-12-5. Companion Hunting.

- (1) A person may take a deer or elk for a person who is blind or quadriplegic provided the blind or quadriplegic person:
- (a) satisfies hunter education requirements as provided in Section 23-19-11 and Rule R657-23;
 - (b) possesses the appropriate permit and tag;
 - (c) obtains a Certificate of Registration from the division authorizing the companion to take a deer or elk for the blind or quadriplegic person; and
 - (d) is accompanied by a companion who has satisfied the hunter education requirements provided in Section 23-19-11 and Rule R657-23.
- (2) A person who is blind may obtain a Certificate of Registration from the Division by submitting a signed statement by a licensed ophthalmologist, optometrist or physician verifying that the applicant is blind as defined in Section R657-12-2(a).
- (3)(a) A person who is quadriplegic may obtain a Certificate of Registration from the division upon submitting evidence of the disability.
- (b) The division shall accept the following as evidence of an applicant's disability:
 - (i) obvious physical disability demonstrating the applicant is quadriplegic as defined in Section R657-12-2(2)(d); or
 - (ii) a signed statement by a licensed physician verifying that the applicant is quadriplegic as defined in Section R657-12-2(2)(d).
- (4) The blind or quadriplegic person must be accompanied by the companion at all times while hunting, at the time of take, and while transporting the deer or elk.

R657-12-6. Special Season Extension for Disabled Persons

- (1) A person may obtain a Certificate of Registration from a division office requesting an extension of 30 days for any limited entry hunt, provided the person requesting the extension:
- (a) is blind, quadriplegic, paraplegic, or otherwise permanently disabled so as to be permanently confined to a wheelchair or the use of crutches, or who has lost either or both lower extremities;
 - (b) satisfies the hunter education requirements as provided in Section 23-19-11 and Rule R657-23; and
 - (c) obtains the appropriate license, permit, and tag.
- (2) The division shall not issue a Certificate of Registration for a 30-day extension on any limited entry hunt where the extension will violate federal law.

R657-12-7. Crossbows.

- (1)(a) A person who has a permanent physical impairment due to injury or disease, congenital or acquired, which renders the person so severely disabled as to be unable to use conventional archery equipment may receive a certificate of registration to use a crossbow to hunt big game, cougar, bear, turkey, waterfowl or small game during the respective archery or any weapon hunting seasons as provided in the applicable proclamations of the Wildlife Board for taking protected wildlife.
- (b) The division shall accept the following as evidence of eligibility to use a crossbow:
 - (i) obvious physical disability, as provided in Subsection (1)(a), demonstrating the applicant is eligible to use a crossbow; or
 - (ii) provides a physician's statement confirming the disability as defined in Subsection (1)(a).
- (2)(a) Any crossbow used to hunt big game, cougar, bear, turkey, waterfowl or small game must have:
- (i) a stock that is at least 18 inches long;
 - (ii) a minimum draw weight of 125 pounds for big game, bear and cougar, or 60 pounds for turkey, waterfowl and small game;
 - (iii) a draw length that is at least 18 inches from the front of the crossbow to the back of the string in a cocked position; and
 - (iv) a positive safety mechanism.
- (b) Arrows or bolts used must be:
- (i) at least 18 inches long; and
 - (ii) must have a broadhead with two or more sharp cutting edges that cannot pass through a 7/8 inch ring for big game, cougar, bear or turkey.
- (3) The following equipment or devices may not be used:
- (a) arrows with chemically treated or explosive arrowheads; or
 - (b) a bow with an attached electronic range finding device or a magnifying aiming device.
- (4) Arrows or bolts carried in or on a vehicle where a person is riding must be in an arrow quiver or a closed case.
- (5) A cocked crossbow may not be carried in or on a vehicle.

KEY: wildlife, wildlife law, disabled persons*

November 15, 2002 23-20-12

Notice of Continuation September 20, 2002 63-46a-3